



The following changes have been made in this Revised Request for Applications:

- Page 14: We have added item 12 “Continuity of Operations Plan” to the Deliverables Table.
- Page 27: We have added section 3.18 titled “Continuity of Operations Plan”.
- Page 28: We have added language to section 4.5 titled “Organizational Capacity and Staffing Plan”.
- Page 28: We have added language to section 4.7 titled “Program Budget and Budget Narrative”.
- Page 42: We have added language to Attachment E – Staffing Plan



DC

DEPARTMENT *of*  
HUMAN SERVICES

District of Columbia  
Department of Human Services  
Family Services Administration (FSA)

## REQUEST FOR APPLICATIONS

Fiscal Year 2022  
801 East Men's Shelter Service Delivery  
(Short name: 801E)  
RFA #JA-FSA-801E\_001-22

<b>Announcement Date:</b>	August 16, 2021
<b>RFA Release Date:</b>	August 16, 2021
<b>Pre-application Conference Date:</b>	August 25, 2021
<b>Application Submission Deadline:</b>	September 27, 2021 5:00pm EST

Government of the District of Columbia  
Department of Human Services  
64 New York Ave. NE, 6<sup>th</sup> Fl.  
Washington, DC 20002  
(202) 671-4200

**LATE APPLICATIONS WILL NOT BE FORWARDED TO THE PANEL FOR REVIEW**

## EXECUTIVE SUMMARY

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the “DHS/FSA” or “Grantor,” is soliciting proposals (also referred to as “applications”) from applicants (or “prospective Grantees”) for Fiscal Year (FY) 2022 for the provision of Housing-Focused Case Management and other health and supportive services at the new 801 East Men’s Shelter, located on St. Elizabeth’s Campus.

Through this RFA, DHS seeks to establish a robust suite of services at the new 801 East Men’s Shelter, all geared towards engagement, consumer well-being, and ultimately connections to permanent housing. Programming in the facility will be divided into three distinct components: Day Center Programming, Health Clinic and Medical Respite Program Management, and Housing-Focused Case Management Services. A separate set of functions, collectively referred to as Shelter Operations, will be procured and delivered separately from this grant solicitation. These functions include general building management, building security, janitorial services, facility maintenance, landscaping, and food preparation/handling. Entities bidding on the work outlined in this grant solicitation will be expected to coordinate closely with Shelter Operations staff. This project will serve as an opportunity to test a new approach to providing tailored services to unaccompanied individuals with a goal of making the experience of homelessness as brief as possible.

<b>Funding Opportunity Title:</b>	801 East Men’s Shelter Service Delivery
<b>Funding Opportunity Number:</b>	RFA #JA-FSA-801E_001-22
<b>Deadline for Applications:</b>	September 27, 2021 at 5:00pm EST The District of Columbia Department of Human Services 64 New York Ave. NE, 6th Fl. Washington DC 20002  Attn: Jennifer Miné at <a href="mailto:jennifer.mine@dc.gov">jennifer.mine@dc.gov</a>  <a href="mailto:Jennifer.mine@dc.gov">Jennifer.mine@dc.gov</a>
<b>Total Estimated Number of Awards:</b>	One Award
<b>Total Estimated Award Amount:</b>	Up to \$3,000,000.00
<b>Period of Performance:</b>	November 1, 2021 to October 31, 2022
<b>Length of Award:</b>	One base year with up to four option years, subject to funding availability
<b>Eligible Applicants:</b>	<input type="checkbox"/> Non-profit organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations; <input type="checkbox"/> Faith-based organizations; and <input type="checkbox"/> Private Enterprises

District of Columbia  
Department of Human Services  
Family Services Administration (FSA)

## NOTICE

### PRE-APPLICATION CONFERENCE

Attendance is recommended

Fiscal Year 2022  
801 East Men's Shelter Service Delivery  
(Short name: 801E)  
RFA #JA-FSA-801E\_001-22

**When:** August 25, 2021

**Where:** Via Webex

**Time:** 10:00am-12:00pm EST

**Contact Person:** Jennifer Miné  
Family Services Administration (FSA)  
Department of Human Services  
64 New York Ave. NE, 6th Fl.  
Washington, DC 20002  
Email: [jennifer.mine@dc.gov](mailto:jennifer.mine@dc.gov)  
202-808-5864

Please RSVP to attend the Pre-Application Conference no later than August 23, 2021.

Prospective Applicants planning to attend the Pre-Application Conference may send an RSVP to Jennifer Miné, Grants Management Specialist by email at [Jennifer.mine@dc.gov](mailto:Jennifer.mine@dc.gov) expressing interest in the Pre-Application Conference. The Webex online meeting information will be emailed to the prospective Applicants who expressed interest in participating prior to the Pre-Application Conference.

**CHECKLIST FOR APPLICATIONS****801 East Men's Shelter Service Delivery**

- ☐ Application proposal format follows the "Application Format" listed in Section 4 of the RFA.
- ☐ Application shall be created as a PDF file, 1.5 line spacing, using 12-point type with a minimum of one-inch margins, with all pages numbered. The entire Application must NOT exceed 50 pages (not including attachments).
- ☐ Applicant Profile [Attachment A], contains all the information requested and is attached as the Face Sheet.
- ☐ Proposal Narrative
  - ☐ Table of Contents
  - ☐ Executive Summary
  - ☐ Proposed Approach/Strategy
  - ☐ Description of Organizational Capacity and Staffing Plans (one staffing plan for each component)
  - ☐ Description of Past Performance
- ☐ Program Budget and Budget Narrative (a budget for each component is provided; the line item budget narrative describes the budget breakdown and assumptions for each spending category).
- ☐ Proposed Work Plan [Attachment D] is complete and complies with the work plan form.
- ☐ Proposed Staffing Plan [Attachment E] is complete
- ☐ Appendix 1: Certifications and Assurances listed in Attachments B and C are signed.
- ☐ Appendix 2: Articles of Incorporation, if applicable.
- ☐ Appendix 3: Bylaws, if applicable.
- ☐ Appendix 4: IRS letter of non-profit corporation status, if applicable.
- ☐ Appendix 5: List of current board of directors, if applicable. Include their mailing and e-mail addresses and phone numbers. Also include board titles of officers.
- ☐ Appendix 6: Most recent annual audit. If audited financial statements have never been prepared due to the size or newness of the organization, applicant must submit an organizational budget, an income statement (or profit and loss statement), and a balance sheet certified by an authorized representative of the organization.
- ☐ Appendix 7: Form 990, Return of Organization Exempt from Income Tax, if applicable.
- ☐ Appendix 8: Proposed organizational chart.
- ☐ Appendix 9: Memoranda of Understanding from key community partners documenting their specific support for the delivery of services for the 801 East Men's Shelter Service Delivery grant.
- ☐ Appendix 10: Proposed staff resumes.
- ☐ Appendix 11: Proposed staff job descriptions.
- ☐ Appendix 12: Signed letter stating that the applicant will market the initiatives as a DHS/FSA 801 East Men's Shelter Service Delivery grant and not the parent agency by using the approved logo, tagline, graphic design, or any other identifiers approved by DHS/FSA for the 801 East Men's Shelter Service Delivery grant.
- ☐ Appendix 13: District of Columbia Business License.
- ☐ Appendix 14: Annual report or other documentation of a history of supporting and providing housing-focused and trauma informed outreach to unsheltered individuals residing on the street or in locations not fit for human habitation.
- ☐ Appendix 15: Certificates of Good Standing.
- ☐ Application is submitted electronically. Applicants shall receive a confirmation notification the same day as submitting the Application.
- ☐ Applicant submitted the required attachments

The application must be submitted no later than 5:00pm EST, Eastern Standard Time (EST) by the deadline date of September 27, 2021, to DHS/FSA, c/o Jennifer Miné, [jennifer.mine@dc.gov](mailto:jennifer.mine@dc.gov). Applications submitted after 5:00pm EST will not be forwarded to the Review Panel for funding consideration.



## Table of Contents

EXECUTIVE SUMMARY .....	iii
PRE-APPLICATION CONFERENCE .....	iv
CHECKLIST FOR APPLICATIONS .....	v
SECTION 1. GENERAL INFORMATION .....	1
1.1 Introduction .....	1
1.2 Eligible Organizations/Entities .....	2
1.3 Source of Funds .....	3
1.4 Award Period .....	3
1.5 Projects and Funds Available .....	3
1.6 Purpose of the Grant.....	3
1.7 Anti-Deficiency Considerations .....	3
1.8 Permissible Use of Grant Funds.....	3
1.9 Competition for a Grant Award .....	4
1.10 Grant Monitoring .....	4
1.11 General Terms and Conditions.....	4
1.12 DHS’s Authority to Make Grants.....	4
1.13 Contact Person .....	4
1.14 Updates.....	4
1.15 Notice of Intent .....	5
1.16 Pre-Application Conference.....	5
1.17 Explanation to Prospective Grantees.....	5
1.18 Deadline Date.....	5
SECTION 2. PROGRAM SCOPE .....	5
2.1 Overview .....	5
2.2 DHS Responsibilities .....	5
2.3 Grantee Responsibilities.....	6
2.4 Deliverables .....	13
2.5 Staffing Requirements.....	14
SECTION 3. GENERAL PROVISIONS.....	19
3.1 Cultural Competency .....	19
3.2 Grant Administration and Administration .....	19
3.3 Confidentiality of Records .....	20
3.4 Data Collection and Reporting Requirements.....	21
3.5 Payment Provisions.....	22
3.6 Certifications and Assurances .....	22
3.7 Insurance .....	23
3.8 Audits and Accounting.....	23
3.9 Non-Discrimination in the Delivery of Services .....	23
3.10 Conflicts of Interest.....	24
3.11 Staff Training .....	24
3.12 Records and Recordkeeping.....	24
3.13 Client Grievances and Feedback .....	25
3.14 Grant Termination.....	25
3.15 Rights to Data.....	26
3.16 Compliance with Tax Obligations.....	26
3.17 Award Process.....	27



SECTION 4. APPLICATION FORMAT .....	27
4.1 Applicant Profile .....	27
4.2 Table of Contents .....	27
4.3 Executive Summary .....	27
4.4 Proposed Approach/Strategy .....	27
4.5 Organizational Capacity and Staffing Plan .....	28
4.6 Past Performance .....	28
4.7 Program Budget and Budget Narrative .....	28
4.8 Certifications and Assurances .....	29
4.9 Appendices .....	29
SECTION 5. REVIEW AND SCORING OF APPLICATIONS .....	30
5.1 Review Panel .....	30
5.2 Evaluation Factors .....	30
5.3 Decision on Awards .....	32
SECTION 6. APPLICATION SUBMISSION .....	32
6.1 Submission Date and Time .....	32
6.2 Location to Submit Application .....	32
SECTION 7. LIST OF ATTACHMENTS .....	33
Attachment A – Applicant Profile .....	34
Attachment B – Certifications .....	35
Attachment C – Assurances .....	38
Attachment D – Work Plan .....	40
Attachment E – Staffing Plan .....	42
Attachment F – Budget .....	43
Attachment G – Definitions .....	44
Attachment H – Confidentiality Statement .....	54
Attachment I – Facility Renderings .....	56
Appendix 1: General Terms and Conditions .....	60

## SECTION 1. GENERAL INFORMATION

### 1.1 Introduction

The District of Columbia (District) Department of Human Services (DHS) Family Services Administration (FSA), hereinafter referred to as the “DHS/FSA” or “Grantor” is soliciting detailed proposals (also referred to as “applications”) from applicants (or “prospective Grantees”) for Fiscal Year (FY) 2022 to operate 801 East Men’s Shelter Service Delivery program.

Homeward DC, the District’s five year strategic plan to guide homeless service systems transformation efforts, was released in 2015. The plan establishes a vision for transformation of the District’s homeless services system into an efficient crisis response system focused on a) preventing homelessness whenever possible, b) ensuring immediate access to safe, dignified, service enriched emergency accommodations when housing loss cannot be prevented, and c) providing rapid connection to permanent housing using a variety of tools and strategies to meet each individuals unique needs and circumstances – in other words, ensuring homelessness is rare, brief, and nonrecurring.

While housing is the solution to homelessness, emergency shelter will always be an important part of the response. When a housing emergency occurs, people need an immediate place to go while they work to get back on their feet. A well-functioning system is one that can provide emergency shelter in real time to anyone that needs it.

Homeward DC acknowledged that the majority of the District’s shelter facilities were too large, in poor condition, and were not designed for their current use – and therefore presented a variety of challenges in providing individuals and families in crisis the safe, welcoming, and supportive environment needed to regain stability. Accordingly, Homeward DC called for redevelopment of many of the District’s shelter facilities while the District simultaneously worked on scaling housing programs and improving system efficiency and service quality.

Over the last five years, the District began its shelter replacement work in the family system by replacing DC General with small, service-enriched, Short-Term Family Housing (STFH) programs throughout the community. As these new facilities opened, the District has seen first-hand the importance building design can have on the ability to provide services that help households exit homelessness quickly and secure housing of their own.

With the STFH project now complete, 801 East Men’s Shelter is the District’s first major shelter redevelopment project for individuals under the Homeward DC plan. The project will serve as an opportunity to test a new approach to providing tailored services to unaccompanied individuals with a goal of making the experience of homelessness as brief as possible.

DHS and the Interagency Council on Homelessness (ICH) led a robust community engagement process to gain feedback from consumers, providers, and other partners on the building design in 2019. Work on the new facility began in 2020, with substantial completion anticipated by November 2021. Transition out of the old 801 East Men’s Shelter into this new facility and program launch of the services outlined in this solicitation are anticipated in January 2022.

The shelter will include different programming in different parts of the building. The building includes three separate shelter wings designed to meet the needs of different subpopulations: 1) 192 beds of low-barrier shelter, 2) 96 beds of shelter for individuals that are employed or otherwise on an employment track; and 3) 44 beds of shelter for seniors or other medically frail individuals. The facility also includes a Day Center and a Health Clinic and associated Medical Respite Program. The dorms will have separate,





controlled entrances, though common areas – the Day Center, Health Clinic, Dining Hall, and Outdoor Terrace – will be accessible to everyone staying in the shelter as well as individuals in the community seeking housing stability assistance.

Programming in the facility will be divided into three distinct components, as described in Section 2.3 below, though DHS will only be making one award. Applicants will likely need to form a team to ensure they have the right set of skills and experience needed to meet the requirements of this solicitation. In any teaming arrangement, one entity must be identified as the Prime, and that entity will be responsible for managing subgrantees to achieve the performance objectives outlined in this solicitation.

A separate set of functions, collectively referred to as Shelter Operations, will be procured and delivered separately from this grant solicitation. These functions include general building management (e.g., opening/closing the Day Center, monitoring laundry and shower facilities, distributing/collecting linens, monitoring dorm floors in the evening), food preparation/handling, janitorial services, pest control, building security, facility maintenance, and landscaping. Applicants bidding on this grant solicitation will be expected to coordinate closely with Shelter Operations staff.

## **1.2 Eligible Organizations/Entities**

Non-profit community organizations, including those with IRS 501(c)(3) or 501(c)(4) determinations, faith-based organizations, such as churches, synagogues, mosques, or religiously based social service affiliates of such organizations, and private enterprises located in the District that have demonstrated experience working with individuals experiencing homelessness are encouraged to apply. Applications are also encouraged from collaborating community-based and faith-based organizations.

On the same basis as any other applicants, religious organizations are eligible to participate as long as the services funded by the 801 East Men's Shelter Services grant are provided consistent with the Establishment Clause and the Free Exercise Clause or the First Amendment to the United States Constitution, in accordance with United States Executive Order 13279 of December 12, 2002.

Eligible organizations may sub-grant the funding it receives under this grant to sub-grantees (Grantees), as approved by DHS to meet the requirements in this RFA. Applicants must include details on how it will manage services, financial, and legal responsibilities between itself as the Grantee and its sub-grantees. The application must clearly describe the roles and responsibilities for each party in the proposal.

Eligible Grantee(s) are expected to demonstrate their experience working with homeless individuals to facilitate connections first and foremost to permanent housing, in addition to employment, public benefits, healthcare, and other mainstream resources. In addition to having the appropriate staff qualifications and experience performing services similar in size and scope to the requirements of this grant, eligible Grantee(s) shall elaborate on their intent and ability to:

- Establish effective and efficient communication channels with other Grantees, shelters, day service programs, homeless service providers within the Continuum of Care, and the network's central coordinating entity;
- Provide the required services and deliverables while delivering high-value trauma informed care and services to consumers;
- Leverage non-governmental assets and coordinate with other organizations in the homeless services Continuum of Care; and
- Offer services at scale while maintaining client confidentiality.

Continuing conditions of eligibility are that the information in the application is complete and truthful and that the Applicant at all times is able to meet any material conditions stated in its application. For instance, if an Applicant's ability to fulfill the terms of the grant is based on the availability of skilled



staff and those staff should leave after the application's submittal or the grant award to the Applicant, the Applicant has the responsibility to advise DHS/FSA in writing of this change in material conditions. Another example of change in material conditions that could result in the loss of eligibility would be the loss of Applicant's tax-exempt status.

### **1.3 Source of Funds**

The source of funds for the grant is the General Fund of the District of Columbia. Funding for grant awards is contingent upon availability of funds. Grant funds shall only be used to support activities specifically outlined in the scope of this RFA and included in the Applicant's submission. DHS also reserves the right to, without prior notice, reduce or cancel one or more programs listed in this RFA, reject all applications, adjust total funds available, or cancel the RFA in part or whole.

### **1.4 Award Period**

The grant is being offered from November 1, 2021 through October 31, 2022 with up to 4 option years, for a total of 5 years subject to funding availability.

### **1.5 Projects and Funds Available**

DHS is looking to award a single Grant under this RFA to provide services associated with all three programming components outlined in Section 2.3. Because of the range of services required under the RFA, it is anticipated that organizations will have to form a teaming arrangement to fulfill the requirements of this solicitation. One service provider must be identified as the Prime, and that entity will be responsible for management of and coordination among subgrantees to achieve the performance objectives outlined in this solicitation.

### **1.6 Purpose of the Grant**

Through this RFA, DHS seeks to establish a robust suite of services at the new 801 East Men's Shelter, all geared towards engagement, consumer well-being, and ultimately connections to permanent housing. Programming in the facility will be divided into three distinct components, as described in Section 2.3 below. This project will serve as an opportunity to test a new approach to providing tailored services to unaccompanied individuals with a goal of making the experience of homelessness as brief as possible.

### **1.7 Anti-Deficiency Considerations**

The commitment to fulfill financial obligations of any kind pursuant to any and all provisions of a grant award, or any subsequent award shall remain subject to the provisions of (i) the federal Anti-Deficiency Act, 31 D.S.C. §§1341, 1342, 1349, 1351, (ii) the District of Columbia Anti-Deficiency Act, D.C. Official Code §§ 47-355.01-355.08 (2001), (iii) D.C. Official Code § 47-105 (2001), and (iv) D.C. Official Code § 1-204.46 (2006 Supp.), as the foregoing statutes may be amended from time to time, regardless of whether a particular obligation has been expressly so conditioned.

### **1.8 Permissible Use of Grant Funds**

A Grantee may use grant funds only for allowable grant project expenditures. Grant funds related to work performed will be provided on a reimbursement basis, except that an advance of funds may be provided for grant administration expenses in limited circumstances for good cause approved by DHS/FSA at its sole discretion.

The Department will collect and the Grantee shall remit all unexpended and/or unsubstantiated funds within ten (10) business days following conclusion of the Grant Performance Period. Unexpended grant dollars that have not been returned to the Department represent a debt to the District of Columbia.



### **1.9 Competition for a Grant Award**

This RFA is competitive. Each Applicant must demonstrate its team's ability to carry out the activities for each component under this solicitation. A review panel will evaluate the applications according to the list of criteria outlined in Section 5 of this RFA. The proposal with the total highest score will be awarded the grant.

### **1.10 Grant Monitoring**

In its sole discretion, DHS/FSA may use several methods to monitor the grant, including site visits and remote monitoring via review of case notes, performance data, and financial reports. During such visits, the Grantee is required to provide such access to its facilities, staff, clients, and records as may be necessary for monitoring purposes.

Each grant is subject to audit.

### **1.11 General Terms and Conditions**

"Appendix: General Terms and Conditions" is incorporated by reference in this RFA. Applicants and Grantees must comply with any and all applicable terms and conditions outlined in the appendix.

### **1.12 DHS's Authority to Make Grants**

DHS has grant-making authority under:

- Title 1, Chapter 50 of the District of Columbia Municipal Regulations; and any other applicable local and federal laws, regulations, and policies.
- *Section 30 of the Homeless Services Reform Act (HSRA) of 2005*, effective October 22, 2005 (D.C. Law 16-35; D.C. Official Code §§ 4-756.01(a), *et seq.*), as amended, and Mayor's Order 2007-80 dated April 2, 2007.

### **1.13 Contact Person**

For further information, please contact:

Jennifer Miné  
Family Services Administration (FSA)  
Department of Human Services  
64 New York Ave. NE, 6th Fl.  
Washington, DC 20002  
202-808-5864

### **1.14 Updates**

In order to receive updates and/or addenda to this RFA, or other related information, applicants are advised to immediately email the following information to Jennifer Miné, Grants Management Specialist at [Jennifer.mine@dc.gov](mailto:Jennifer.mine@dc.gov) :

- Name of applicant organization
- Contact person
- Mailing address
- Telephone and fax number
- E-mail address



### **1.15 Notice of Intent**

Organizations that anticipate submitting an application in response to this request should send a brief letter via e-mail to Jennifer Miné. The Notice of Intent is not mandatory nor does it provide any specific obligation with regard to the review or award process.

### **1.16 Pre-Application Conference**

The mandatory Pre-Application Conference will be held via Webex on August 25, 2021, from 10:00am to 12:00pm EST. Prospective Grantees planning to attend the Pre-Application Conference via Webex should request the online meeting information in their RSVP to Jennifer Miné at Jennifer.mine@dc.gov .

### **1.17 Explanation to Prospective Grantees**

Applicants are encouraged to e-mail their questions to Jennifer Miné at Jennifer.mine@dc.gov on or before August 25, 2021 at 12:00pm. Questions submitted after the deadline date will not receive responses. Please allow ample time for emails to be received prior to the deadline date.

### **1.18 Deadline Date**

The RFA will be issued on August 16, 2021. The Pre-Application Conference will be held on August 25, 2021 and the deadline for submissions of all applications is September 27, 2021, **at 5:00pm EST**. Applications must be received by the deadline. Applications that are received by the deadline date will receive an acknowledgment. **NO SUBMISSIONS WILL BE ACCEPTED AFTER 5:00pm EST on September 27, 2021.**

## **SECTION 2. PROGRAM SCOPE**

### **2.1 Overview**

Through this RFA, DHS seeks to establish a robust suite of services at the new 801 East Men's Shelter, all geared towards engagement, consumer well-being, and ultimately connections to permanent housing. Programming in the facility will be divided into three distinct components, as described in Section 2.3 below: Day Center Programming, Housing-Focused Case Management Services, and Health Clinic and Medical Respite Program Management.

A separate set of functions, collectively referred to as Shelter Operations, will be procured and delivered separately from this grant solicitation. These functions include general building management, building security, janitorial services, facility maintenance, landscaping, and food preparation/handling. Entities bidding on the work outlined in this grant solicitation will be expected to coordinate closely with Shelter Operations staff. This project will serve as an opportunity to test a new approach to providing tailored services to unaccompanied individuals with a goal of making the experience of homelessness as brief as possible.

### **2.2 DHS Responsibilities**

DHS shall be responsible for the following in supporting grantees to fulfill the requirements of this solicitation:

- A) Execute the Grantee selection and award process;
- B) Host kick-off meeting with the Grantee and key Sub-grantees to review requirements, answer questions, and ensure common expectations for moving ahead;
- C) Assign a Grant Administrator and Program Manager, who shall be the financial and programmatic liaisons for Grantees during the term of this grant agreement.
- D) Facilitate collaboration among the Grantee and vendors in the facility, including programmatic Grantees under this solicitation and Shelter Operations staff procured/assigned under different



vehicles. DHS shall host regular interagency check-in meetings and provide problem-solving support as needed.

- E) Provision of an onsite Rapid Exit team (once hired), inclusive of Housing Navigation Support.
- F) Facilitate connection to, coordination with, and problem-solving support with other District agency's providing services in or to the building.
- G) Provide Grantees with written policies, standards, and best practices that shall guide the provision of services and performance expectations.
- H) Provide Grantees with timely feedback on questions, requests, and draft deliverables.
- I) Provide or facilitate access to training on District homeless services system protocol and other relevant District-wide or Department-specific requirements.
- J) Provider oversight of Grantee compliance and performance, meeting regularly with Grantee Program Managers to review performance, discuss opportunities for improvement, and provide technical assistance support as needed.

## **2.3 Grantee Responsibilities**

Applicants shall articulate in their application how they plan to address/fulfill the requirements listed below, including development of separate staffing plans and budgets for each component.

### **A. Day Center Programming**

The first component is Day Center Programming. The 801 East Day Center will provide continuum of services delivered during daytime hours intended to meaningfully engage individuals experiencing homelessness, all with the goal of making homelessness for each individual entering the facility as brief as possible. The Day Center will serve individuals staying in the shelter as well as other individuals in the community (both men and women) experiencing or at risk of homelessness. The Day Center includes staff office/admin space, private consultation rooms, conference rooms, shower facilities for men and women, client laundry room, mailroom, barbershop, clothing shop, and a computer lab. (See Attachment I for facility renderings.) The Grantee shall be responsible for managing and developing programming for all areas in the Day Center facility in accordance with the requirements outlined below.

DHS desires the Day Center to be a place of radical hospitality – one where people feel welcomed, noticed, accepted, and supported on their path towards housing stability. Management of programming for the Day Center will require close coordination with the Shelter Operations team, other providers in the building, as well as other community partners whose expertise will be needed to deliver a robust suite of services in the Day Center.

#### *1. Day Center Grantee Requirements*

- a) The Grantee shall be responsible for providing light-touch services, including - but not limited to - concierge/information services, routine troubleshooting, and one-off client supports (e.g., appointment scheduling, transportation tokens) for clients accessing the Day Center minimally during core business hours (Monday through Friday, 9a-5p). The Grantee shall be prepared to maintain a skeleton staff that is able to provide light-touch services seven (7) days per week from 7am to 7pm, the general operating hours of the Day Center, for facilitating self-service activities such as showers and laundry. DHS reserves the right to require reduced or expanded operating hours depending on system needs, weather conditions, funding availability, or other variables.
- b) The Grantee shall be responsible for developing protocol and programming for the Day Center, including the mailroom, barbershop, clothing shop, computer lab, multipurpose room, conference



rooms, private consultation space, and outdoor space. The barbershop shall be used to deliver both job training programming as well as direct client services. The Shelter Operations provider will be responsible for opening and closing the Day Center, coordinating access to laundry and showers in the Day Center, and coordination and troubleshooting on facility issues.

- c) The Grantee shall develop a full programming and staffing schedule for core business hours to be approved by DHS. When developing a programming schedule, the Grantee should consider 1:1 services provided by staff, 1:1 services provided by co-located partners or subgrantees, and group classes/activities. The Grantee should consider the range of activities and services clients may need as they work to pursue housing – including tenant readiness, financial literacy, legal services, life skills, employment and training, mental health supports, substance use/recovery services, and services that support social wellbeing. A draft programming schedule is required in response to this solicitation.
- d) The Grantee shall be responsible for identifying community partners to support programming in the Day Center. This may include a combination of services subcontracted under this grant, services funded through another vehicle but co-located at the Day Center, or volunteer/pro-bono services. The Grantee shall also be responsible for informing DHS when it needs assistance securing the cooperation of District government agency partners (e.g., the Department of Behavioral Health, the Department of Health, the Department of Employment Services). All services provided on site must be offered on a voluntary basis and free of charge for clients.
- e) The Grantee shall be responsible for providing snacks, beverages, hygiene items, and comfort items to guests as needed, and should include resource needs in their programming budget if they are not otherwise able to leverage items through partnerships or donations.
- f) The Grantee shall be responsible for coordinating with the onsite food vendor to ensure access to meals for community-based clients accessing the Day Center. The Grantee shall also be responsible for coordinating with the Shelter Operations staff to ensure access to showers and laundry and any other relevant areas (to be discussed upon facility completion and grant award) in the Day Center.
- g) The Grantee shall be responsible for monitoring service quality and utilization – including protocol for obtaining client feedback on all services provided in the Day Center – and recommending programmatic changes as needed, as well as partner/subgrantee changes in the case of ongoing performance issues.
- h) The Grantee shall be responsible for establishing written protocols for the management of the Day Center. This includes protocols for:
  - i) Coordination with Shelter Operations staff on accessing self-service amenities like showers and laundry;
  - ii) Scheduling staffed services, such as the barbershop and clothing shop;
  - iii) Receiving/distributing mail to clients in the building;
  - iv) Accessing/utilizing client storage;
  - v) Scheduling use of consultation and conference rooms;
  - vi) Tracking programming/service utilization; and
  - vii) Other protocols determined by the Grantee or DHS to be necessary.
- i) The Grantee shall be responsible for establishing a Staffing Plan, Staff Onboarding and Training Plan, and Quality Assurance Plan that is sufficient to fulfill the requirements of this section.





These plans must receive approval from DHS before being implemented. The Grantee shall also be responsible for fulfilling all other general provisions outlined in Section 3.

## *2. Day Center Performance & Utilization Metrics*

On a monthly basis following program launch, the Grantee shall be responsible for submitting to DHS the following information :

- a) The number of unique visitors per day;
- b) The number of unique visitors per month;
- c) Total visitors per month;
- d) Services accessed (by type and number each month);
- e) Number of clients successfully referred to Rapid Exit; and
- f) Number of clients successfully connected to/enrolled in Housing-Focused Case Management.

On a biannual basis, the Grantee shall also be responsible for submitting to DHS the results from its Customer Satisfaction Surveys or other customer feedback processes.

## **B. Housing-Focused Case Management**

The second component is the provision of Housing-Focused Case Management services for the facility. The new 801 E shelter has three separate dorms:

- The Low Barrier Shelter Dorm is situated above the Day Center in Wing A. It contains 192 beds on four floors (twelve beds per room, four rooms per floor). In addition, the shelter has a large multi-purpose room on the first floor adjacent to the Day Center, which will accommodate 40 beds of hypothermia season overflow for men. Individuals will be assigned to Low Barrier Shelter on a first come, first served basis in accordance with the HSRA. Individuals staying in the Low Barrier or Hypothermia Shelter may be allowed to keep the same bed in accordance with DHS protocol and Provider Program Rules, though it is anticipated that individuals will have to exit the dorms during at least some part of the day to facilitate janitorial and maintenance services. In accordance with the HSRA, participation in case management or supportive services shall not be required to receive a bed, though the Grantee is nonetheless expected to continue engaging clients with the goal of making homelessness as brief as possible for every client encountered.
- The Employment Dorm contains 96 beds situated on the second and third floors of Wing B (eight beds per dorm, six dorms per floor). Individuals will receive a placement in the Employment Dorm in accordance with Provider Program Rules and CAHP System Protocols governing prioritization of specialized Temporary Shelter beds (forthcoming). Accepting a placement in the Employment Dorm brings an expectation that an individual shall work with a Case Manager to establish and pursue a Housing Plan to facilitate greater flow through the beds and ensure space for others desiring participation in a greater level of service supports. As a Temporary Shelter program, it is anticipated that individuals staying in the Dorm will have 24-7 access to their living space.
- The Senior and Medically Frail Temporary Shelter Dorm includes 44 beds situated on the second floor of Wing C (eight beds in three rooms, six beds in two rooms). Individuals will receive a placement in the Senior and Medically Frail Dorm in accordance with Provider Program Rules and CAHP System Protocols governing prioritization of specialized Temporary Shelter beds



(forthcoming). Accepting a placement in the Senior and Medically Frail Dorm brings an expectation that an individual shall work with a Case Manager to establish and pursue a Housing Plan to facilitate greater flow through the beds and ensure space for others desiring participation in a greater level of service supports. As a Temporary Shelter program, it is anticipated that individuals staying in the Dorm will have 24-7 access to their living space.

*1. Housing-Focused Case Management: Grantee Requirements*

The Grantee providing Housing-Focused Case Management at 801 East shall be responsible for the following:

- a) *Orientation, Screening, and Bed Placement.* Upon newly entering shelter, every individual seeking a bed in Low Barrier or Hypothermia Shelter shall receive screening for immediate referral to the onsite Rapid Exit staff. If Rapid Exit is not an option, the client shall then receive:
  - i) An orientation to the 801 East facility and an explanation of the Low Barrier/Hypothermia Shelter Program Rules (clients must sign and receive a copy; a second copy shall be uploaded to the client's electronic file);
  - ii) Initial screening for onsite programs and services to determine any critical, immediately obvious needs, including (but not limited to) the Senior/Medically Frail Dorm, Medical Respite, physical healthcare services, and/or behavioral health supports;
  - iii) A request to complete a Housing Assessment within 48 hours and an invitation to participate in Housing-Focused Case Management; and
  - iv) A bed assignment. The Grantee shall be expected to use an electronic system, to be determined by DHS, to immediately enter bed assignments to facilitate real-time tracking of bed lists in the facility.

The Grantee shall be responsible for identifying which staff position (or combination of positions) is (are) responsible for fulfilling this function in its Staffing Plan -- e.g., Case Manager, Peer Specialist, Shelter Intake Specialist, Data/Administrative Assistant.

- b) *Housing-Focused Case Management.* Any client that is housing motivated and wishes to engage in shelter exit planning shall be assigned a Case Manager. Each Case Manager shall maintain an ongoing caseload of between 25 and 30 clients, and shall be responsible for:
  - i) Assessment. Ensuring every client on their caseload has an up-to-date housing assessment using Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT ) or other tool as determined by DHS. Clients that do not have a current assessment shall be assessed within 48 hours of enrollment on the caseload.
  - ii) Housing Plan. Working with the client to develop (or update, as applicable) a Housing Plan. This includes:
    - Completing a Housing Preference Survey, using a tool to be determined by DHS;
    - Reviewing the likelihood of the client being matched to a subsidy within a three month timeframe, based on their assessment score and the District's CAHP prioritization policy;





- Assisting clients to consider options realistically available in the short-term based on their household income (e.g., staying with family, renting a room, identifying a roommate – continuing to revisit Rapid Exit strategies);
- Reviewing the client's household income and supporting the client to develop a housing budget.

*Note, as part of budget development, the Case Manager shall conduct a Benefit Screening (either directly or with the help of a team member specializing in mainstream benefits) to ensure clients are receiving all benefits for which they are eligible.*

- Assisting clients to map out measurable goals, action steps, and target timeframes that support progress towards the client's identified housing pathway.

Housing Plans shall be completed no more than seven (7) days following client enrollment in Case Management and shall be uploaded in HMIS or other system as determined by DHS. In the event that client has not achieved permanent housing within 90 days, Housing Plans shall be formally reviewed with the client and updated on a quarterly basis.

- iii) Benefit Application. Assisting clients in applying for any benefits for which they are eligible but not currently receiving, including (but not limited to), Supplemental Nutrition Assistance program (SNAP), Supplemental Security Income (SSI) and/or Social Security Disability Insurance (SSDI), Veterans benefits, Earned Income Tax Credit (EITC), Coronavirus Economic Impact Payments (or similar future benefits), Medicaid/Medicare/DC Alliance Insurance, and other health-related benefits (e.g., Elderly and Physically Disabled Waivers, Assertive Community Treatment).
- iv) Employment Support. For clients interested in employment – conducting an employment assessment, either directly or through an Employment Specialist, to understand client skills, work experience, and interests, with the goal of helping clients develop an immediate earning strategy, as well as potential longer-term career pathway options. Any employment goals and action steps should be documented in the client's Housing Plan.
- v) Identification Documentation. Supporting clients in obtaining needed documents to apply for housing (specific documents needed will depend on the client's Housing Plan);
- vi) Communication Tools. Assisting clients without a phone to obtain a free cell phone through SafeLink, Lifeline, or other similar government-funded services to facilitate communication and support progress on the client's Housing Plan;
- vii) Case Coordination. Serving as a liaison to other Providers working with the client – including, but not limited to – housing providers (e.g., RRH or PSH Case Manager), health/behavioral health providers, and/or employment and training providers. The Shelter Case Manager is responsible for helping the client to get and remain connected to needed supports, including scheduling appointments, participating in three-way check-ins (as appropriate and invited by the client), and ensuring the client has the resources needed (e.g., transportation tokens) to follow through on appointments and other commitments;



- viii) In-Person Support. Case Managers should be prepared to accompany clients to appointments in instances where greater levels of assistance or support is needed to achieve an objective or ensure connectivity with another provider.
  - ix) Case File Documentation. Case Managers shall establish and maintain an electronic case file in HMIS for every client on his or her caseload. Case managers shall routinely document the content and outcome of case management meetings with participants, including the client's progress in achieving the desired outcomes. Case managers shall document all meetings, collateral contacts, referrals, missed meetings, and any other relevant information pertaining to the client's progress towards housing attainment and supporting goals in HMIS. (See Section 3.12 for more information on documentation and recordkeeping.)
- c) *Engagement of Long-Term Stayers*. In addition to services provided to clients enrolled in Housing-Focused Case Management, the Grantee shall be responsible for identifying and continuously engaging Long-Term Stayers to participate in Housing-Focused Case Management, using techniques such as motivational interviewing, relational strategies, and other evidenced-based social work practices. The Grantee shall document engagement efforts in HMIS in accordance with protocol to be established in coordination with DHS and TCP.
- The Grantee shall be responsible for identifying which staff position(s) is (or are) responsible for this function in its Staffing Plan.
- d) *Protocol Development*. The Grantee shall be responsible for establishing written protocols to support its delivery of Housing-Focused Case Management. This includes protocols for:
    - i) Conducting initial orientation and screening of all clients entering Low Barrier Shelter;
    - ii) Making referrals to partner agencies and ensuring connectivity;
    - iii) Building caseloads;
    - iv) Leaving the shelter facility to accompany clients to appointments;
    - v) Identifying and engaging Long-Term Stayers; and
    - vi) Any other protocols determined necessary by the Grantee and/or DHS.
  - e) *Administrative Requirements and General Provision*. The Grantee shall be responsible for establishing a Staffing Plan, Staff Onboarding and Training Plan, and Quality Assurance Plan in accordance with Section 3 that is sufficient to fulfill the requirements of this section. These plans must receive approval from DHS before being implemented. The grantee shall also be responsible for fulfilling all other general provisions outlined in Section 3.

## 2. Case Management Performance Metrics

Grantee performance shall be assessed using the following metrics. The Grantee should keep these measures in mind as they are developing their Staffing Plan, designing programming, and establishing operating protocols.

- a) Number/percent of Long-Term Stayers enrolled in Housing-Focused Case Management.
- b) Number/percent of clients enrolled in Housing-Focused Case Management exiting to Permanent Housing.
- c) Number/percent of clients enrolled in Housing-Focused Case Management that obtained employment.



- d) Number/percent of clients enrolled in Housing-Focused Case Management that increased their income.
- e) Average Length of Stay for clients enrolled in Housing-Focused Case Management (Leavers, Stayers)
- f) Average Length of Stay for all clients in Low-Barrier Shelter (Leavers, Stayers)
- g) Timeliness and completeness of HMIS data entry (client data)
- h) Percentage of clients providing Grantee with a “satisfactory” rating or above via Customer Satisfaction Surveys.

### **C. Health Clinic and Medical Respite Program**

The third and final component combines a Health Clinic and adjacent Medical Respite Program on the first floor of Wing C. Medical Respite, also referred to as recuperative care, is acute and post-acute medical care for individuals experiencing homelessness who are too ill or frail to recover from an illness or injury on the streets or in a congregate shelter setting, but are not ill enough to be in a hospital.

The Health Clinic includes a reception and waiting area, intake room, two exam rooms, pharmacy, lab, and equipment/storage room. Adjacent to the Clinic is a 24 bed Medical Respite Program (four rooms, six beds per room). Individuals will receive a placement in the Medical Respite Program according to prioritization protocol established by the Grantee, which must be approved by DHS. Beds will be available to clients 24 hours a day until discharged from the program.

#### **1. Health Clinic and Medical Respite Grantee Requirements**

The Grantee operating the Health Clinic and Medical Respite Program shall be responsible for the following:

- a) The Health Clinic shall be open minimally from 9am to 5pm, Monday through Friday. DHS reserves the right to require reduced or expanded operating hours depending on system needs, funding availability, or other variables.
- b) The Grantee shall bill Medicaid for the maximum amount allowable to cover the services provided in the Health Clinic and Respite Program. The Provider shall identify any additional gap funding needed in its proposed Program Budget in response to this solicitation.
- c) If DHS determines necessary, the Provider shall undergo a Medicaid Revenue Maximization Assessment to identify opportunities to increase federal resources to support the programming.
- d) The Grantee shall be responsible for developing a schedule for the Health Clinic, outlining general hours of operation, as well as hours for any specialty services (e.g., pharmacy, dental care).
- e) The Grantee shall be responsible for identifying partners to support operation of the Health Clinic. This may include a combination of subcontracted services and co-located or volunteer services.
- f) The Grantee shall be responsible for maintaining a supply of Narcan and any other commonly needed medicines/pharmaceuticals, and dispensing/administering those

pharmaceuticals in accordance with written protocol to be established by the Grantee.

- g) The Grantee shall be responsible for monitoring service utilization and quality, and recommending service and operational changes as needed, as well as partner/subgrantee changes in the case of ongoing performance issues.
- h) The Grantee shall be responsible for providing medical care to clients in the Medical Respite Program. In addition, a Case Coordinator shall be responsible for managing client intake and orientation to Program Rules, bed assignments, discharge planning (including facilitating referrals to/placement in nursing homes as needed), and coordination with other programs in the building to ensure clients interested in housing either get or remain connected to a Case Manager.
- i) The Grantee shall be responsible for developing written protocol to support management of the Health Clinic and Respite Program, including (but not limited to):
  - i) Scheduling Appointments and Managing Walk-Ins
  - ii) Client Intake, Data Collection, Informed Consent, and Client Privacy;
  - iii) Receiving Referrals and Prioritizing Placements for Medical Respite Beds;
  - iv) Workplace Safety Controls (PPE utilization, Infection Prevention Measures, etc.)
  - v) Storage and Dispensing of Pharmaceuticals; and
  - vi) Any other protocols determined necessary by the Grantee and/or DHS.
- j) The Grantee shall be responsible for establishing a Staffing Plan, Staff Onboarding and Training Plan, and Quality Assurance Plan in accordance with Section 3 that is sufficient to fulfill the requirements of this section. These plans must receive approval from DHS before being implemented. The grantee shall also be responsible for fulfilling all other general provisions outlined in Section 3.

## 2. Health Center Performance & Utilization Metrics

Grantee performance shall be assessed using the following metrics. Grantee should keep these measures in mind as they are developing their Staffing Plan and establishing operating protocols.

- a) Number of unique visitors (patients) per day (Health Clinic);
- b) Number of unique visitors (patients) per month (Health Clinic);
- c) Total visitors (patients) per month (Health Clinic);
- d) Services accessed, by type and number, each month (Health Clinic);
- e) Number/percent of clients where connection to primary care is established or strengthened (Health Clinic and Respite Program);
- f) Decreased emergency department (ED) usage during medical respite stay and 90 days post medical respite discharge (Respite Program);
- g) Number/percent of clients offered a safe discharge option – eg, nursing home, housing, or shelter bed (Respite Program); and
- h) Percentage of clients providing Grantee with a “satisfactory” rating via Customer Satisfaction Survey (Health Clinic and Respite Program).

### 2.4 Deliverables

A summary of all deliverables and deadlines are included in the table below. Each deliverable must be submitted to the Grant Administrator within the due date timeline specified below.



No.	Deliverable	Quantity	Format / Method of Delivery	Due Date
1	Final Program Budget/Budget Narrative	Annual	Written Report (electronic)	2 weeks post award; to be renewed annually
2	Final Staffing Plan	Once	Written (electronic)	2 weeks post award; to be updated upon changes in accordance with Section 3.6
3	Onboarding & Training Plan	Once	Written (electronic)	4 weeks post award; updates as applicable.
4	Final Programming Schedule (Day Center and Health Clinic Grantees)	Once	Written (electronic)	4 weeks post award; to be updated as applicable
5	Executed Memorandums of Agreement/subgrants (as applicable)	Once	PDF Copies	4 weeks post award; to be updated as applicable
6	Quality Assurance Plan	Once	Written (electronic)	8 weeks post award; to be updated as needed
7	Written Protocols, as outlined in Section 2.3	Once	Written (electronic)	8 weeks post award, with final being submitted 2 weeks after receiving DHS comment
8	Program Rules	Once	Written (electronic)	8 weeks post award; to be updated as needed
9	Monthly Report	Monthly	Written Report (electronic)	10 <sup>th</sup> day of each month
10	Close-Out Report	Once	Written Report (electronic)	30 days after award period of performance expired
11	Staff Background Check Clearances	Annual	Written Report (electronic)	Prior to hiring staff
12	Continuity of Operations Plan	Once	Written (electronic)	4 weeks post award; to be updated as applicable

## 2.5 Staffing Requirements

### A. Staffing Plan

Grantee(s) are expected to build a team that is positive, culturally competent, qualified, has direct previous experience working with individuals experiencing homelessness, and a demonstrated track record of successfully engaging clients residing on the streets. As described under Section 2.3, the Grantee shall be responsible for developing a separate Staffing Plan for each component that allows the Grantee to fulfill the requirements of this solicitation, identifying roles, responsibilities, and time allocated to the grant. Draft Staffing Plans shall be submitted as part of the application, and a final Staffing Plan shall be



due to the Department within 14 days of grant award. See Attachment E: Staffing Plan for an example template.

Grantees are expected to make every effort possible to be fully staffed within 60 days of grant award. In the Draft Staffing Plan in response to this solicitation, Grantees shall indicate priority positions (whether existing staff or new hires) that shall be in place prior to program launch in January 2022.

Grantees shall provide the Department with the names and resumes for all paid personnel, including subcontractors, who will have responsibility for performing work under this grant. Grantees shall maintain documentation that the personnel possess adequate qualifications, certifications, and training to perform the duties to which personnel is assigned and hold current licenses and/or certification, as applicable.

Following approval of the Staffing Plan by DHS, the Grantee shall notify the Department of any proposed changes within thirty (30) calendar days of the desired change and shall submit justification in sufficient detail to permit evaluation of the impact upon the grant. The Department reserves the right to demand a change in or removal of any staff provided by the Grantee or any subgrantees or vendors based on unsatisfactory performance at no additional cost to the District.

The Grantee shall also notify DHS in writing within 24 hours of key personnel termination or receipt of resignation. The Grantee shall submit a service delivery coverage plan within 72 hours following key personnel separation along with an anticipated date of replacement, and make every attempt possible to fill vacant key personnel positions within 60 days of vacancy.

## B. Staff Roles & Qualifications

Applicants should use the following position descriptions and minimum qualifications as a guide for building their staffing plans, **though applicants may also propose other positions not listed below, including the role and proposed minimum qualifications.** For Component C (Health Clinic and Medical Respite Program), Applicants should propose the specific complement of medical personnel (physicians, register nurses/licensed practical nurses, physician assistants, etc.) they believe are needed given the size and scope of the proposed program.

Key Personnel Qualifications	Key Personnel Responsibilities
<b>Program Manager.</b> The Program Manager should have a master's degree in Social Work, Public Policy, Public Administration, Business, Health Care, or a related Human Services field with relevant demonstrated experience. Alternately, candidates may have a bachelor's degree and a minimum of two (2) years professional supervisory and/or managerial experience in a human services and/or social service delivery systems.	<ul style="list-style-type: none"><li>• Oversees hiring &amp; onboarding.</li><li>• Identifies staff training needs and assists with staff training (either directly or through a third party).</li><li>• Develops program policies and protocols and oversees execution.</li><li>• Serves as a point of contact to DHS and other Program Managers and vendors in the building.</li><li>• Serves as a liaison to help program staff build needed relationships with other service providers in the community, alerting DHS when assistance is needed.</li></ul>





	<ul style="list-style-type: none"><li>• Oversees the performance of any vendors, subcontractors, or partners delivering services under their purview.</li><li>• Ensures the Agency is fulfilling all statutory, regulatory, and contractual requirements associated with the programming.</li><li>• Routinely reviews/monitors program performance data to identify programmatic changes needed; works with Agency leadership team and DHS to effectuate needed changes.</li><li>• Oversees staff performance, including a regular evaluation process where staff are provided with feedback.</li><li>• Develops process for obtaining customer input/feedback and routinely reviews information obtained via that process.</li><li>• Informs system level Shelter Operations by participating in ICH ERSO meeting and/or other relevant ICH system level meetings, to be determined.</li></ul>
<p><b>Case Manager Supervisor:</b> A Case Manager Supervisor is an individual eligible for a clinical license, such as LICSW or LCP. They must also have a minimum of two (2) years of professional experience providing counseling and/or case management services to individuals/families experiencing homelessness or other related populations.</p> <p>Grantees should plan for a Supervisor on each shift.</p>	<ul style="list-style-type: none"><li>• Meets individually with subordinates to review cases, discuss engagement strategies, assess the effectiveness of services and supports provided, and advise on techniques used.</li><li>• Oversees the development of Housing Plans to ensure concrete, feasible goals are developed that put clients on a path towards housing stability.</li><li>• Ensures representation/coverage in CAHP System meetings and other community coordination meetings.</li><li>• Reviews case notes to ensure clients are being adequately supported to make progress on Housing Plan goals.</li><li>• Reviews case notes through the lens of the quality of information captured to support case coordination with other providers working with the client.</li><li>• Establishes protocol to ensure HMIS and other applicable databases are updated and that data provided is accurate and complete.</li><li>• Reviews and approves all Notices issued to participants for accuracy and completion.</li></ul>



<p><b>Case Manager:</b> The minimum qualification for case managers is a bachelor's degree in social work, psychology, sociology, counseling, or related service/science or health care related disciplines. Where necessary and appropriate, a Case Manager without a bachelor's degree can meet minimum qualifications by substituting at least four (4) years of relevant work experience in a social service and/or human service field.</p>	<ul style="list-style-type: none"><li>• Serves as the case manager and service coordinator for assigned participants.</li><li>• Responsible for engaging clients and working to build trust/ develop rapport.</li><li>• Conducts assessment to identify clients strengths, opportunities, and barriers; uses information to support client in the development of a Housing Plan, identifying concrete goals and action items.</li><li>• Meets regularly with clients to review progress and support client in achievement of goals/action items. Work may require accompanying clients to appointments, if/as determined needed.</li><li>• Serves as case coordinator while client remains in shelter to ensure client remains connected with other Service Providers working with client (e.g., PSH or RRH Case Manager, Behavioral health provider, Employment Specialist).</li><li>• Creates and regularly updates client case file, in accordance with Department requirements/standards.</li><li>• Prepare and issue all Notices to participants, e.g., Exit, Termination, Extension Notices.</li><li>• Monitors Length of Stay data for clients on caseload to determine when support from Case Manager Supervisor may be needed to help client with timely exit from shelter.</li></ul>
<p><b>Employment Specialist:</b> The minimum qualifications for an Employment Specialist is a bachelor's degree with knowledge of employment and training resources, interviewing and resume building skills, and job development.</p>	<ul style="list-style-type: none"><li>• Assesses client vocational history and functioning to determine client strengths, skills, and interests.</li><li>• Serves as liaison to DC Department of Employment Services to connect clients to available training, upskilling, certification, and subsidized employment opportunities.</li><li>• Works closely with clients to identify and apply for relevant employment opportunities, including helping clients complete application forms, create resumes and cover letters, and prepare for interviews.</li><li>• Provides support navigating the transition to employment, including ensuring client has needed clothing, equipment, supplies, and resources (e.g., transportation vouchers) to be successful; conducts meeting with client's Housing Case Manager to discuss what sorts</li></ul>





	<p>of supports and resources client may need moving forward to sustain employment.</p> <ul style="list-style-type: none"><li>• Provides education and support to employers, as agreed upon by participants, which may include negotiating job accommodations and follow-along contact by the employment specialist with the employer.</li></ul>
<p><b>Housing Navigator:</b> The minimum qualification for a Housing Navigator is a bachelor's degree with knowledge of the District rental housing market, real estate/property management, and local and federal housing subsidy programs.</p>	<ul style="list-style-type: none"><li>• Recruits landlords/property managers willing to loosen screening barriers and work with District agencies to house individuals exiting homelessness.</li><li>• Should have knowledge, skills, and resources to understand landlords' perspectives, understand landlord and tenant rights and responsibilities, and negotiate landlord supports.</li><li>• Assist case managers with triaging issues that arise to ensure landlord concerns are responded to by the appropriate Agency/Provider in a timely fashion and assist case management staff in mediating any landlord-tenant issues that may arise.</li></ul>
<p><b>Peer Specialist</b> Qualification for a Peer Specialist include Lived Experience in homelessness, mental health and/or addiction recovery plus peer certification.</p>	<ul style="list-style-type: none"><li>• Peers may be used in a variety of ways to support the work in this solicitation.</li></ul>
<p><b>Care Coordinator</b> The minimum qualification for a Care Coordinator is a bachelor's degree in healthcare, social work, psychology, sociology, counseling, or other service/science related disciplines.</p>	<ul style="list-style-type: none"><li>• Coordinates with hospital staff and other healthcare providers in the community to receive referrals.</li><li>• Oversees placements into Medical Respite beds, orienting clients to their anticipated length of stay and care plan.</li><li>• Coordinates with onsite medical staff to ensure clients have the care/supports needed.</li><li>• Coordinates with onsite Case Management staff for clients enrolled (or desiring enrollment) in Housing-Focused Case Management.</li><li>• Coordinates with the onsite food vendor for meal delivery for clients unable to leave the medical respite floor.</li><li>• Works with client on discharge plans to ensure clients have safe and appropriate placement following their stay in the Medical Respite Program, including supporting connections to appropriate Long-Term Care options.</li></ul>



## **SECTION 3. GENERAL PROVISIONS**

### **3.1 Cultural Competency**

The Grantee(s) shall ensure that services and assessments delivered through engagements and interactions are culturally competent and culturally sensitive to the needs of the target population. The Grantee(s) shall:

- 1) Ensure the ability of appropriately trained and qualified staff, service partners and providers to deliver or ensure access to services in a manner that effectively responds to the languages, values, and practices present in the various cultures of its clients so that the Grantee can respond to the individual needs of each client. The Grantee shall also have a comprehensive listing of resources and/or language lines to ensure that non-English speaking clients can be linked to appropriate services;
- 2) Use ongoing planning and stakeholder consultation to evaluate the cultural competence of service delivery and use feedback to improve processes and service designs;
- 3) Provide cultural competence training and awareness to staff, service partners and providers and ensure that program design, policies and services effectively meet the diverse needs of the target population.

In applying for this Grant, prospective Grantee(s) shall demonstrate their understanding of the nature/needs of the target population by identifying the expertise of their staff and subcontractors, including any language skills, clinical skills, and other relevant competencies.

### **3.2 Grant Management and Administration**

Grantees under this RFA shall:

- 1) Participate freely with the Grant Administrator, providing information as requested.
- 2) Develop a Quality Assurance Plan designed to monitor and evaluate activities of staff performing services under this RFA, including staff working as part of a team to provide services that are related to a client's service plan.
- 3) Provide data monthly to DHS/FSA in accordance with the reporting requirements included in this RFA and subsequent Grant Agreement, if awarded.
- 4) Provide data in accordance with the reporting requirements detailed in Section 3.4 in a manner conducive to detailed independent verification. All reporting requirements shall be carried out in accordance with the DHS/FSA's policies and procedures and report templates, including any subsequent amendments. The Grantee(s) shall comply with relevant privacy and confidentiality standards, HIPAA, and any electronic formatting specifications.
- 5) Prepare documentation and participate in an Annual Performance Evaluation and Audit.
- 6) Attend meetings to obtain updates from DHS, participate in continuous improvement discussions, and provide or explain additional information regarding reports submitted. The Grantee(s) shall be required to send appropriate management staff to attend such meetings as required by DHS/FSA.
- 7) Obtain approval from DHS/FSA for any informational materials prior to printing to ensure that appropriate citations are included and the focus of the materials meet the public information and education needs for which they are designed to address. Where appropriate, Grantee(s) must translate its program information into the languages of the target populations that it serves or, at a



minimum, into the four of the six languages required by the Language Access Act. These languages include Amharic, Chinese, French, Korean, Spanish, and Vietnamese.

- 8) Provide information such as positive outcome stories, information about special events, issues/concerns, etc., to the DHS/FSA Grant Administrator, as needed or upon request.
- 9) In accordance with the DC Human Rights Act of 1977, as amended, (D.C. Law 2-38; D.C. Official Code §§ 2-1401.01, et seq.), the Grantee(s) shall ensure the delivery of services are free from discrimination on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, matriculation, political affiliation, genetic information, disability, source of income, status as a victim of an intra-family offense, and place of residence or business. In addition, Grantee(s) shall ensure the delivery of services is free from workplace sexual harassment of clients and staff. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary actions

### 3.3 Confidentiality of Records

The applicant must demonstrate an ability to maintain the confidentiality of participant information and to report the information specified below to the DHS/FSA. Specifically, the applicant must agree to and abide by the following conditions:

- A. The Grantee(s) awarded contracts through this RFA must keep information concerning clients strictly confidential, and the information shall not be divulged to unauthorized persons. The Grantee(s) must demonstrate an ability to maintain the confidentiality of client information, and Grantee(s) must adhere to all Federal and local laws related to confidentiality. Client information must be shared with DHS upon the request of DHS staff.
- B. The Grantee(s) must ensure that all staff with access to confidential or sensitive information is aware of and trained on the relevant provisions of local and Federal laws and regulations regarding client information and confidentiality, including statutes addressing mental health, HIV/AIDS, substance abuse, domestic violence, and minors.
- C. The Provider(s) must establish clear policies and procedures to ensure and make clients aware of their right to privacy and confidentiality in case management service delivery and information dissemination. The Provider(s) must post a notice at its offices that the policies are available and make a copy available upon request by any client. The Provider(s) must allow any individual who provided protected personal information the right to inspect and receive a copy of the personal information collected about him/her.
- D. Participant records shall be kept confidential and shall not be open to public inspection, nor shall their contents or existence be disclosed to the public. Participant records may not be divulged to unauthorized persons.
- E. No person receiving information concerning a participant shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.
- F. All project staff and volunteers shall sign a confidentiality statement prior to engaging in work with participants.
- G. All records regarding children receiving services from a participant shall be subject to the confidentiality requirements.
- H. Applicants shall submit a signed confidentiality statement, provided by DHS/FSA, for each current staff person or volunteer who will be working on the Program prior to the execution of services.

This RFA requires that all records and information concerning: victims and potential victims of domestic violence; presence of a communicable disease or non-communicable disease such as HIV/AIDS; mental illness or treatment for mental illness; and substance or alcohol abuse, is to be held strictly confidential



and shall not be divulged to unauthorized persons, in accordance with 42 U.S. Code § 290dd-2, 42 C.F.R. § 2.11-2.12, The District of Columbia Public Assistance Act of 1982, as amended, (D.C. Law 4-101; D.C. Official Code § 4-209.04); the Homeless Services Reform Act of 2005, as amended, effective October 22, 2005 (D.C. Law 16-35; D.C. Official Code § 4-754.11(7) and any other applicable District and federal confidentiality laws. The Grantee must demonstrate an ability to maintain the confidentiality of clients' information and to report the information specified below to DHS/FSA. Specifically, the Grantee must agree to and abide by the following conditions:

- A. Any client information shall be kept confidential and shall not be open to public inspection, nor shall their contents or existence be disclosed to the public. If client records are maintained, they may not be divulged to unauthorized persons.
- B. No person receiving information concerning a victim of domestic violence shall publish or use the information for any purpose other than that for which it was obtained, reviewed, or presented.
- C. The Grantee(s) shall submit with the application a signed confidentiality statement, found in Attachment H, for each current staff person who will be working under this RFA. Each volunteer must also sign a confidentiality agreement prior to participation in a grant program covered by this RFA.

### **3.4 Data Collection & Reporting Requirements**

#### **A. Data Collection**

The Grantee(s) shall collect and report client demographic information, service connection and utilization, and outcomes in HMIS, or other system specified by DHS, in accordance with federal and local universal and program-specific data standards, as outlined in training provided The Community Partnership for the Prevention of Homelessness (TCP), the District's HMIS Administrator. DHS shall facilitate access to training for grantee staff. Data collected must be entered into HMIS within no more than forty-eight (48) hours of services performed. DHS shall work with TCP to pull and analyze performance data for Grantees, though it is anticipated that Grantee Program Managers and staff shall also regularly analyze HMIS data to support decision making and continuous improvement efforts.

#### **B. Monthly Reporting**

The Grantee(s) are expected to submit a Monthly Services Report to the Grant Administrator by the 10th day of each month (reflecting activities for the previous month), using a template to be provided by the DHS Grant Administrator. DHS shall working with the Grantee and TCP upon grant award to determine what metrics will be pulled via HMIS and reported by TCP and what data must be provided by the Grantee as part of their monthly report.

In addition to the monthly reports, additional reports (e.g., client specific reports, vendor/subgrantee performance report) must be provided upon request.

#### **C. Closeout Report**

The Grantee shall submit to DHS a final report no later than 30 days after expiration of the Grant Agreement. The final report shall summarize all data collection, data analysis, findings, and recommendations. DHS shall provide a template for this report.

#### **D. Unusual Incident Reporting**

The Provider shall report unusual incidents through the DHS unusual incident database, available online at <https://dhs.dc.gov/page/unusual-incidents>, immediately, or as soon as safely possible after the occurrence of the incident, but no later than twenty four (24) hours after its occurrence, to the Office of



Program Review, Monitoring and Investigation (OPRMI) and any other appropriate DHS- designated offices (to be provided within thirty (30) days of award). The requirement for the Provider to submit an unusual incident to DHS no later than twenty four (24) hours after the incident occurs includes all unusual incidents, even when the incident occurs on a holiday or a day the District government is closed for operation. Specific reporting protocol shall be provided to Grantees upon grant award.

### **3.5 Payment Provisions**

The District shall make payments on approved invoiced amounts in accordance with the terms of the Grant Agreement which results from the RFA. All payment requests shall be accompanied by a copy of the report covering the period for which reimbursement is being requested. Payment requests shall be based on invoices with supporting source documentation, as may be required by DHS.

DHS will not reimburse the Grantee for any work undertaken before DHS notifies the recipient of the final award of the grant.

If the prospective Grantee(s) seeks an advance payment, it must request such payment in its proposal and explain why an advance payment is being requested. DHS may make advance payments to the Grantee to assist the Grantee in meeting its expenditure obligations for the services provided under this RFA, the availability, amount and frequency thereof as detailed in the Grant Agreement. Grantee(s) may reasonably expect to receive an initial advance payment of up to 25% of the funded amount upon having an executed Grant Agreement.

For the remaining funding, DHS will reimburse the Grantee only for expenditures incurred to perform work under the Grant Agreement. DHS may make advance payments to the Grantee to assist the Grantee in meeting its expenditure obligations for the services provided under the grant agreement, the availability, amount, and frequency thereof will be detailed in the grant agreement.

The Grantee shall return to DHS any funds relating to the Grant paid to the Grantee in excess of the Eligible Costs of services and/or Budget provided under this Agreement (including advance payments as described in the Grant Agreement within ten (10) business days of completion of the Grant or upon notification of DHS in writing. If the Grantee fails to return excess funds, DHS may deduct the appropriate amount from subsequent payments due to the Grantee. DHS also reserves the right to recover such funds by any other legal means necessary.

DHS operates on the District's fiscal year, which starts October 1 of a calendar year and ends September 30 of the next calendar year. The grantee may submit a reimbursement request or an invoice at any time during the fiscal year for work performed within that same fiscal year. Each request/invoice must include all required supporting documentation.

Reimbursements will be mailed to the address on file for the grantee. DHS may make electronic payments in lieu of mailing checks. DHS generally pays grant invoices 30 days after the Grantee submits them through the eInvoicing portal.

### **3.6 Certifications and Assurances**

The Grantee(s) shall complete and return the Certifications [Attachment B] and Assurances [Attachment C] with the application submission.

Grantee(s) shall ensure their staff, partners/contractors, and volunteers providing services to individuals under this solicitation have valid background check clearances and health assurances. Background check clearances must be submitted to the DHS Grant Administrator for approval before staff may begin providing services pursuant to this grant, and must be renewed every two years. Grantee(s) need to submit the following information for staff providing direct services:





- Federal and local and criminal background checks issued by the Metropolitan Police Department (MPD) and the Federal Bureau of Investigation (FBI). Background checks shall be conducted in all jurisdictions in which the individual has resided for the prior five (5) years.
- Tuberculosis tests with negative results. A licensed physician shall sign the medical clearance report.
- Drug test with negative results covering the following drug panel: marijuana, cocaine, opiates – opium and codeine derivatives, amphetamines, and methamphetamines; phencyclidine – PCP; synthetic drugs, and alcohol.

DHS reserves the right to require proof of COVID vaccination for all staff onsite.

### **3.7 Insurance**

The Grantee, when requested, must be able to show proof of all insurance coverage required by law. All Applicants that receive awards under this RFA must show proof of insurance prior to receiving funds.

It is DHS' expectation that the Grantee's budget covers the cost of this required insurance and will not later adjust the grant award for this amount.

### **3.8 Audits and Accounting**

The Grantee shall maintain an accounting system that:

- A. Conforms to generally accepted accounting principles;
- B. Permits an audit of all income received and expenditures disbursed by the Grantee during performance of the activities approved for the Grant; and
- C. Allows for the identification and review of documents supporting an accounting entry.

The Grantee shall assist, and shall require that its contractors, subcontractors, and subgrantees assist, in the inspection and provision of financial records relevant to the Grant, including financial statements and tax returns.

At any time before final payment on this Grant, or the end of the District fiscal year in which the Grant ends, whichever is later, and for three (3) years thereafter, the District shall have the right to audit the Grantee, its contractors, subcontractors, or subgrantees.

If a federal agency undertakes an audit of the Grantee in connection with the Grant, the Grantee shall make available to DHS all information that the audit requires, including information from its contractors, subcontractors, subgrantees, and, as practicable, vendors.

The Grantee shall, upon DHS request, repay to DHS a reimbursed expenditure that DHS has disallowed after an audit.

### **3.9 Non-discrimination in the Delivery of Services**

In accordance with the DC Human Rights Act of 1977, as amended, (D.C. Law 2-38; D.C. Official Code §§ 2-1401.01, et seq.), the District of Columbia does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family status, family responsibilities, matriculation, political affiliation, genetic information, disability source of income, status as a victim of an intra-family offense, and place of residence or business. Sexual harassment is a form of sex discrimination which is also prohibited by the Act. Discrimination in violation of the Act will not be tolerated. Violators will be subject to disciplinary actions.

In accordance with the DC Language Access Act of 2004 (D.C. Law 15-167; D.C. Official Code §§ 2-1931, et seq.), District government programs, departments, and services must assess the need for, and



offer, oral language services and provide written translation of vital documents into any non-English language spoken by a limited or no-English proficient population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be served or encountered.

### **3.10 Conflicts of Interest**

Grantee(s) must avoid apparent and actual conflicts of interest when administering grants. A conflict of interest may arise when, among other things, the Grantee(s) or a person participating in an administrative decision regarding a project is likely to profit or otherwise receive undue benefit from the decision or his or her immediate family member is likely to profit or otherwise receive undue benefit from the decision.

### **3.11 Staff Training**

Grantees must ensure that staff attend all Department-required training sessions. Upon grant execution, the Department will provide Grantees with a list of training courses relevant for each position, though the Grantee should anticipate that additional courses/modules will be added throughout the year. Department-sponsored training will generally focus on topics related to District homeless services system protocol and Department administrative requirements – including, for example, Homeless Services Reform Act (HSRA) requirements, Homeless Management Information System (HMIS) requirements, Unusual Incident Reporting, DHS administrative and invoicing requirements, etc.

Grantees shall be responsible for ensuring staff have the appropriate substantive knowledge to perform their duties. Any individual in a client-facing position without a degree in social work or prior training in the areas below must have documented minimum training within six (6) months of being employed by the Grantee. The Grantee shall submit a Training Strategy to the Department in association with their Staffing Plan, as discussed under Section B.11.1 above.

- Trauma Informed Care
- Motivational Interviewing & Other Engagement Techniques
- Cultural Competency & Diversity
- De-escalation and Conflict Resolution Techniques
- CPR, Administering Narcan, and other First AID Techniques

### **3.12 Records and Recordkeeping**

Grantee(s) shall keep accurate records of the program and the ongoing progress of the program activities. The Grantee(s) shall provide DHS/FSA such access to programs and financial records as may be necessary for monitoring purposes. The Grantee(s) shall provide DHS/FSA such access to programs and financial records as may be necessary for monitoring purposes.

Grantee(s) shall keep accurate and secure case records for assigned clients in HMIS<sup>1</sup>, including, but not limited to:

- Eligibility/Referral documents;
- Intake information, including household demographic information;
- Authorization to Release Information (signed by client);

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<sup>1</sup> Subject to regulations and restrictions contained in 42 U.S. Code § 290dd–2, 42 C.F.R. § 2.11-2.12, The District of Columbia Public Assistance Act of 1982, as amended, (D.C. Law 4-101; D.C. Official Code § 4-209.04); the Homeless Services Reform Act of 2005, as amended, effective October 22, 2005(D.C. Law 16-35; D.C. Official Code § 4-754.11(7) and any other applicable District and federal confidentiality laws.



- Copy of Program Rules and Services (signed by client);
- Copy of Client's Rights and Responsibilities (signed by client);
- Service Plan with specific objectives, goals, time frames, and identified responsibilities;
- Case notes that document how the goals identified in the Service Plan are addressed;
- Service Referrals to other agencies and/or resources (document follow-up, feedback, and recommendations by other agencies);
- Discharge, Transfer or Termination Summaries.

Grantee(s) are expected to keep records of overall activities, evaluations of supportive services, and files on all staff engaged in services provided under the prospective Grant Agreement. To ensure confidentiality and security, the Grantee(s) shall keep records in a locked file controlled by appropriate staff and available to the Grant Administrator upon request. The Grantee(s) shall retain records for at least three (3) years following the final close-out of the grant.

### **3.13 Client Grievances & Feedback**

The Grantee(s) shall establish a process for clients to file grievances within thirty (30) days of the award and shall ensure the number is posted prominently in common areas. The Grantee(s) shall monitor, maintain a log, and follow-up on grievances received within 72 hours.

The Grantee(s) shall include a procedure for soliciting client feedback for the purpose of continuous programmatic improvement. The procedures for soliciting client feedback platforms may include, but are not limited to, town hall meetings attended by program supervisors/senior management, a locked comment box only accessible by program supervisors/senior management, or a periodic customer service survey (survey administration shall ensure that clients are provided the opportunity to respond based on their length of stay). Clients shall have the right to provide feedback directly or anonymously without retaliation from staff.

### **3.14 Grant Termination**

The Grant, and the offer of the Grant, shall be subject to DHS' termination:

- A. At any time, in whole or in part, for the convenience of the Government should DHS determine that such termination is in the best interest of the public or the Government;
- B. Immediately for:
  - 1) Lack of funding;
  - 2) Failure of the Grantee to follow District or applicable federal law, including statutes, rules, and regulations;
  - 3) Failure of the Grantee to carry out DHS' ordered grant remediation plan;
  - 4) An ethics violation involving the grant, pursuant to the ethical standards in the most recent version of the District Ethics Manual, published by the District's Board of Ethics and Government Accountability ([bega.dc.gov](http://bega.dc.gov)), as of the date that the GAN was sent;
  - 5) Cessation of insurance coverage without replacement of similar coverage; or
  - 6) Fraud, waste, or abuse.
- C. After the Grantee has acknowledged or otherwise signified receipt of the Grant, fourteen (14) calendar days after the Grantee receives from DHS written notice of termination due to:
  - 1) *Force majeure*, as defined and described below; or
  - 2) Cause, as defined and described below.

#### **Termination for *force majeure* or cause**





- A. For *force majeure* DHS may terminate the grant and the Grantee may seek certain reimbursement, as described in this section.
- B. For cause DHS may terminate the grant, but the Grantee may not receive the reimbursement allowed for termination on the basis of *force majeure*.
- C. Cause and *force majeure* defined:
  - 1) Cause is a basis for DHS' termination of the grant, when DHS determines that the Grantee has:
    - a) Failed to achieve the intended outputs within the time frame that has been approved;
    - b) Performed incompetently, recklessly, or unlawfully.
  - 2) *Force majeure* is a condition or occurrence which provides a valid excuse to failure to perform within the time frame of the grant, an unexpected and disruptive event which DHS determines could not have reasonably been anticipated or controlled, and includes:
    - a) Timely applying for a government permit or approval but not timely receiving same from the government agency;
    - b) A change in applicable law;
    - c) An unforeseen weather event;
    - d) Organized labor strike or slowdown; and
    - e) Refusal of a necessary third party to approve, agree, or participate, following the Grantee's reasonable attempts to secure same.
- D. The Grantee may not invoke *force majeure* as an excuse for poor planning, failure to accommodate foreseeable delays by suppliers, or the Grantee's failure to manage its own resources.
- E. For *force majeure*, the Grantee may seek reimbursement for otherwise-reimbursable expenditures incurred up to the date of termination, as well as reasonable costs incurred for demobilization.

DHS/FSA may exercise an option to renew the grant for up to four additional years if services are satisfactory, it is determined that it is in the best interests of the District of Columbia to extend the grant, and funds are available.

Should a Grantee intend to discontinue the provision of services prior to the conclusion of the grant period, the Grantee must notify the DHS/FSA in a written statement at least sixty days prior to the abatement of services.

### **3.15 Rights to Data**

All data produced in the performance of this grant shall be the sole property of the District of Columbia. The Grantee shall not publish or reproduce such data in whole or in part or in any manner or form, or authorize others to do so, without written consent of the District until such time as the District may have released such data to the public.

### **3.16 Compliance with Tax Obligations**

Prior to execution of a grant agreement an applicant must be in compliance with tax requirements in the District or other eligible jurisdiction and with federal tax laws and regulations. Non-profit organizations must register annually to meet tax exemption requirements and must provide a Certificate of Good Standing prior to execution of the grant agreement.



### **3.17 Award Process**

DHS/FSA will make the funds available through a competitive process to identify organizations interested in offering and administering the 801 East Men's Shelter Service Delivery. Applications that meet all eligibility and application requirements will be evaluated, scored, and rated by a DHS/FSA designated review panel.

The final decision to fund applicants rests solely with DHS/FSA. After reviewing the recommendations of the review panel and any other relevant information, DHS/FSA shall decide which applicant(s) to fund.

### **3.18 Continuity of Operations Plan**

The Grantee shall submit a Continuity of Operations (COOP) plan annually or upon request to DHS for approval. The Grantee shall ensure the COOP plan is updated annually or as needed to account for operational or staffing changes. All updates or changes to the COOP plan shall be submitted the Grant Administrator for approval.

The COOP plan shall have established policies and guidance to ensure essential functions of the program continued in the event of man-made, natural, or technological emergency disruption or the threat of disruption to normal operations.

The COOP plan shall detail at a minimum: organizational chart; staffing plan listing essential staff, including their contact information and backup contact information; sub-contractors; necessary supplies; identify and rank critical mission function; identify chains or delegation of authority and how decisions will be made; list external resources necessary to accomplish the above critical functions; list necessary supplies to shelter in place for five (5) days for staff and clients; identify back-up locations or plans for serving clients 39 if location is closed; identify critical records, hard and electronic copies, such as: payroll, insurance, legal, personnel files, lease agreements, accounts payable, identify computer inventory, software, and technology needs to accomplish, alternate facilities (if applicable), logistical support services, infrastructure systems with contact information, e.g.: water, electrical power, heating, and air conditioning to ensure the continued operations of services contracted.

## **SECTION 4. APPLICATION FORMAT**

The purpose and content required for each section of the application is described below. Applicants are encouraged to carefully consider the Evaluation Factors described in Section 5 as they prepare their responses. It is important that applications reflect a clear understanding of the programming's role in the District's larger homeless services system transformation efforts, a vision for how the programs and services in this facility connect to other programming in the community aimed at helping people achieve housing stability, an understanding of the staff experience and level of effort needed to deliver results, and strong community partnerships. DHS is looking for the proposal that offers the best value to the District - i.e., not necessarily the lowest budget, but the one that will yield the best results by facilitating rapid reconnection to permanent housing.

Excluding attachments and appendices, the Application **must not exceed 50 pages**.

### **4.1 Applicant Profile**

Each application must include an Applicant Profile, which identifies the Prime Applicant, organization type, point of contact for the proposal, and the amount of grant funds requested. See Attachment A.

### **4.2 Table of Contents**

The Table of Contents should list major sections of the application with quick reference page indexing.



#### **4.3 Executive Summary**

This section of the application should be brief and serve as a high level summary of the application. The Executive Summary should highlight the major aspects of the objectives that are discussed in depth in other sections of the application, including:

- The prime applicant's organization (age, size, mission, core programs), key subgrantees (age, size, mission, core programming), and the responsibilities of each under this solicitation.
- An overview of the applicant's vision for the programming under each component, including how the programming fits into the District's larger Homeward DC strategy and the strategies that will be used to emphasize reconnection to permanent housing and making homelessness for each client as brief as possible.
- Two to four unique attributes or qualifications that the applicant believes positions its team ahead of other applicants with regard to fulfilling the requirements of the solicitation.

#### **4.4 Proposed Approach/Strategy**

This section of the application should contain the narrative that responds to applicant's approach to fulfilling the Grantee Requirements outlined in Section 2.3. For each component, applicants should describe:

- The target population to be served;
- The needs and system gaps being address under this solicitation;
- Specific, measurable objectives;
- Service(s) to be provided; including how the proposed programming connects to other programs and services in the community designed to ensure homelessness in the District is rare, brief, and nonrecurring;
- A sample schedule for the Day Center Program and Health Clinic; and
- Project Work Plan (see Attachment D).

#### **4.5 Organizational Capacity and Staffing Plan**

This section of the application should contain information that highlights the applicant's capacity to successfully fulfill the requirements of this application. Applicants should provide/address:

- The Prime's organizational capacity to manage a project of this scale, including Human Resources, Financial Management, Information Technology, and Data and Performance capacity.
- A description of key subgrantees and partners that will be used to support program delivery across the three components, including the role and experience of each (MOUs and MOAs should be attached).
- A draft Staffing Plan for each component (see Attachment E).
- An organizational chart outlining agency and staff roles and relationships on the project (resumes of key staff and job descriptions for new hires should be attached);
- Tools and techniques that will be used to facilitate coordination within the facility and with outside community partners; and
- Strategies that will used to support program ramp-up.

#### **4.6 Past Performance**

This section of the application should provide evidence that the applicant has successfully implemented similar programming in the past. Applicants should provide:

- Project descriptions and references for similar programming delivered in the past (at least one per component). Applicants can use examples of similar services provided to other populations, in



different communities, or different fields, but should focus on how they delivered the services and what outcomes were achieved (citing outcome data and data sources as possible).

- An explanation of barriers/challenges encountered in past projects that are anticipated to be similar to those under this solicitation, an explanation of strategies used to address/mitigate those challenges, and the outcomes achieved (citing outcome data and data sources as possible).

#### 4.7 Program Budget and Budget Narrative

A standard budget form is provided in Attachment F for orientation purposes. The budget for this application shall contain detailed, itemized cost information that shows personnel and all other applicable costs (direct and indirect). In addition to the itemized budget, Applicants shall also submit a detailed budget narrative offering a justification for each category listed in the budget. The narrative should clearly state how the applicant arrived at the budget figures.

- **Personnel:** Show proposed average salaries and wages for all project staff.
- **Fringe Benefits:** Include in proposed benefits comparable to those paid to the other members of the applicant's staff. Show fringe rate.
- **Supplies:** List proposed supplies and educational materials.
- **Other:** Show rental or leasing of space for the project. Rents proposed must be comparable to prevailing rates in the surrounding geographic area. Include utilities and telephone and maintenance services directly related to project activities. Include insurances, subscriptions, and postage.
- **Indirect:** Show calculation and indirect rate.

Applicant shall also describe the financial management and internal accounting procedures that will be used to ensure proper financial management, including the fiscal controls designed for accountability to administer the programming.

#### 4.8 Certifications and Assurances

Applicants shall provide the information requested in Attachments B and C and return them with the application. If an applicant is not incorporated, a representative from the incorporated, collaborating organization must sign the Certifications and Assurances.

#### 4.9 Appendices (Not included in page limit)

This section shall be used to provide supporting information and documentation, including (but not limited to):

- Indication of organization status;
- Roster of Board of Directors;
- Proposed organizational chart for the project;
- Organizational budgets (as opposed to project budget);
- Staff resumes;
- Planned job descriptions;
- Memoranda of Agreement from entities serving as subgrantees;
- Memoranda of Understanding from entities partnering with the Prime (to provide a volunteer or leveraged service);
- Letters of support or endorsements;
- IRS letter of non-profit corporation status, as applicable; or
- Audited financial statement;
- Certificate of Good Standing; and/or



- District of Columbia Business License



## SECTION 5. REVIEW AND SCORING OF APPLICATIONS

### 5.1 Review Panel

This is a competitive grant. The review panel will be composed of qualified, professional individuals who have been selected for their unique experiences in homelessness, healthcare, and human services planning and service delivery. The review panel will review, score, and rank applicant proposals for each component. Upon completion of its review, the panel shall make recommendations for awards based on the scoring process. DHS/FSA shall make the final funding determinations.

Review panels vary in size, but typically are made up of three to five people. At least two members of the review panel will be from DHS staff. Whenever feasible, each panel may include at least one person from outside of DHS.

### 5.2 Evaluation Factors

The reviewers score each proposal in accordance with the criteria and the points available as detailed below.

#### Executive Summary (not scored)

- ☐ The Executive Summary shall not be scored, but shall be used to orient the review panel to the applicant's proposal.

#### Proposed Approach/Strategy (40 points)

##### Component A: Day Center (15 points)

- ☐ **Programming Vision:** Applicant provides a clear vision for the programming, including the role of the Day Center in the District's broader system transformation efforts (as outlined in Homeward DC). Applicant also demonstrates an understanding of the target population and key system needs and gaps.
- ☐ **Day Center Programming Schedule:** Applicant provides a draft programming schedule that demonstrates their understanding of the scope of services needed and range of partnership required. Schedule is comprehensive yet realistic and demonstrates applicant will be able to move quickly with implementation.
- ☐ **Housing and Services Integration:** Applicant demonstrates knowledge of tools, strategies, and resources that will facilitate meaningful access to permanent housing for individuals experiencing homelessness.

##### Component B: Housing-Focused Case Management (20 points)

- ☐ **Programming Vision:** Applicant provides a clear vision for the programming, including the role of the Housing-Focused Case Management in the District's broader system transformation efforts (as outlined in Homeward DC). Applicant also demonstrates knowledge of the District's CAHP system, including strategies for how shelter Case Managers will participate in community-wide processes and partner with housing providers to facilitate rapid movement of clients from shelter to permanent housing.
- ☐ **Engagement:** Applicant has a clear strategy for identifying Long-Term Stayers. Applicants also demonstrate knowledge of key clinical tools and strategies that will be used to successfully engage Long-Term Stayers in Housing-Focused Case Management.



- ☐ **Case Management Services:** Applicant has clear strategy for how they will provide tailored case management supports to meet the unique needs of clients in the different dorms of this facility to achieve permanent housing.

**Component C: Health Clinic & Medical Respite (5 points)**

- ☐ **Programming Vision:** Applicant provides a clear vision for the programming, including the role of the Health Center and Medical Respite Program in the District's broader system transformation efforts (as outlined in Homeward DC).
- ☐ **Health Clinic Schedule:** Applicant provides a draft Health Clinic schedule that demonstrates their understanding of the scope of services needed and range of partnership required. Schedule is comprehensive yet realistic and demonstrates applicant will be able to move forward quickly with implementation.
- ☐ **Health, Housing, and Services Integration:** Applicant explains strategies for coordinating access to meaningful resources and services aimed at increasing the health, well-being, and quality of life for individuals experiencing homelessness.

**Organizational and Staff Capacity (35 points)**

- ☐ **Organizational Capacity of Prime:** Applicant demonstrates that they have the Human Resources capacity to support hiring and training, Financial Management capacity to support budget planning and invoicing, Information Technology capacity to support technology needs, and Data and Evaluation capacity to support data analysis and performance improvement.
- ☐ **Draft Staffing Plan (each component):** Applicant provides a draft Staffing Plan for each component that demonstrates a clear understanding of staff expertise, supervisory structure, and level of effort needed to successfully fulfill the requirements and objectives of the solicitation. (See Attachment E for a template.)
- ☐ **Teaming Partners, and/or Plan for Recruiting Teaming Partners.** Applicant submits MOAs for key partners that have agreed to serve as part of the applicant's team in the lead role for a component in Section 2.3. The applicants submits MOAs or MOUs for additional partners that will serve more discrete roles (e.g., barbershop, workforce development training), should the applicant be selected by DHS. For partners yet to be identified, the applicant explains the process they will use to recruit and select partners.
- ☐ **Staff Qualifications:** Applicant describes the qualifications of key team members that will be leading the work. Applicant provides resumes that highlight key experience and credentials for all individuals identified. Additionally, the applicant provides job descriptions for positions yet to be hired, including a strategy for ensuring key positions are hired in advance of program launch.

**Past Performance (10 points)**

- ☐ **Past Performance:** Applicant provides at least one relevant project description and reference for each component, demonstrating past experience delivering the services and fulfilling the requirements outlined in this solicitation.





- ☐ **Overcoming Obstacles:** Applicant describes key obstacles they have encountered in the past in delivering services to the target population, including strategies used for overcoming obstacles, and outcomes achieved.

**Detailed Planned Expenditures: Financial Management and Proposed Budget (15 points)**

- ☐ **Proposed Budget & Cost Effectiveness:** Applicant provides an itemized proposed budget and a detailed narrative description of the use of grant funds for each component in Section 2.3 to address the requirements of this RFA.
- ☐ **Financial Management:** Applicant describes the financial management and internal accounting procedures that will be used to ensure proper financial management, including the fiscal controls designed for accountability to administer the programming.

**5.3 Decision on Awards**

The recommendations of the review panel are advisory only and are not binding on the Department of Human Services. The final decision on awards rests solely with DHS/FSA. After reviewing the recommendations of the review panel and any other information considered relevant, DHS/FSA shall decide which applicants to award funds and the amounts to be funded.

**SECTION 6. APPLICATION SUBMISSION REQUIREMENTS**

**6.1 Submission Date and Time**

In order to be considered for funding, applications must be received no later than 5:00pm EST on September 27, 2021. All applications will be recorded upon receipt. Applications received after 5:00pm EST on September 27, 2021 will not be considered for funding. Supplements, deletions, or changes to the application will not be accepted after submission.

**6.2 Location to Submit Application**

Applications must be received electronically at or before the deadline date and time at the following locations:

Contact Person: Jennifer Miné  
Jennifer.mine@dc.gov

***LATE APPLICATIONS WILL NOT BE ACCEPTED***





## **SECTION 7. LIST OF ATTACHMENTS**

**Attachment A Applicant Profile**

**Attachment B Certifications**

**Attachment C Assurances**

**Attachment D Work Plan**

**Attachment E Staffing Plan**

**Attachment F Budget (separate attachment)**

**Attachment G Definitions**

**Attachment H Confidentiality Statement**

**Attachment I Facility Renderings**

DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)

801 EAST MEN’S SHELTER SERVICE DELIVERY  
RFA #JA-FSA-801E\_001-22

Applicant Name: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Office Address: \_\_\_\_\_

Ward(s): \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Federal ID Number: \_\_\_\_\_

DUNS Number: \_\_\_\_\_

Program Descriptions: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Budget (Total funds requested): \_\_\_\_\_



**Attachment B - Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements**



**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**Office of the Chief Financial Officer**



**Certifications Regarding Lobbying; Debarment, Suspension and Other Responsibility Matters; and Drug-Free Workplace Requirements**

Applicants should refer to the regulations cited below to determine the certification to which they are required to attest. Applicants should also review the instructions for certification included in the regulations before completing this form. Signature of this form provides for compliance with certification requirements under 28 C.F.R. Part 69, "New Restrictions on Lobbying" and "Government-wide Debarment and Suspension (Non-procurement) and 28 C.F.R. §83.670, "Government-wide Requirements for Drug-Free Workplace (Grants)." The certifications shall be treated as a material representation of fact.

**1. Lobbying**

As required by Section 1352, Title 31 of the U.S. Code and implemented at 28 C.F.R. Part 69, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 28 C.F.R. Part 69, the applicant certifies that:

- (a) No Federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the making of any Federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal grant or cooperative agreement;
- (b) If any funds other than Federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form - LLL, "Disclosure of Lobbying Activities," in accordance with its instructions;
- (c) The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers including subgrants, contracts under grants and cooperative agreements, and subcontracts) and that all sub-recipients shall certify and disclose accordingly.

**2. Debarment, Suspension, and Other Responsibility Matters**

As required by Executive Order 12549, Debarment and Suspension, and implemented at 28 C.F.R. Part 83, for prospective participants in primary covered transactions, as defined at 28 C.F.R. §83.670, for prospective participants in primary covered transactions:

**A. The applicant certifies that it and its principals:**

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;



- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
  - (c.) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
  - (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default; and
- B. Where the applicant is unable to certify to any of the statements in this certification, he or she shall attach an explanation to this application.

1. Drug-Free Workplace (Grantees Other Than Individuals)

As required by the Drug Free Workplace Act of 1988, as amended (Pub. L. No. 100-690; 28 C.F.R. Part 83):

- A. The applicant certifies that it will or will continue to provide a drug-free workplace by:
- (a) Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the applicant's workplace and specifying the actions that will be taken against employees for violation of such prohibition;
  - (b) Establishing an ongoing drug-free awareness program to inform employees about—
    - (1) The dangers of drug abuse in the workplace;
    - (2) The applicant's policy of maintaining a drug-free workplace;
    - (3) Any available drug counseling, rehabilitation, and employee assistance programs; and
    - (4) The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace;
  - (c) Making it a requirement that each employee to be engaged in the performance of the grant be given a copy of the statement required by paragraph (a);
  - (d) Notifying the employee in the statement required by paragraph (a) that, as a condition of employment under the grant, the employee will
    - (1) Abide by the terms of the statement; and
    - (2) Notify the employer in writing of his or her conviction for a violation of a criminal drug statute occurring in the workplace no later than five calendar days after such conviction;
  - (e) Notifying the agency, in writing, within 10 calendar days after receiving notice under subparagraph (d)(2) from an employee or otherwise receiving actual notice of such conviction. Employers of convicted employees must provide notice, including position title to: Office of Risk Management, 441 4<sup>th</sup> Street, NW, 800 South, Washington, DC 20001. Notice shall include the identification number(s) of each effected grant;
  - (f) Taking one of the following actions, within 30 calendar days of receiving notice under subparagraph (d)(2), with respect to any employee who is so convicted—



- (1) Taking appropriate personnel action against such an employee, up to and including termination, consistent with the requirements of the Rehabilitation Act of 1973, as amended; or
- (2) Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency;
- (3) Making a good faith effort to continue to maintain a drug-free workplace through implementation of paragraphs (a), (1), (c), (d), (e), and (f).

B. The applicant may insert in the space provided below the sites) for the performance of work done in connection with the specific grant:

Place of Performance (Street address, city, county, state, zip code)

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Drug-Free Workplace (Grantees who are Individuals)

As required by the Drug-Free Workplace Act of 1988, and implemented at 28 C.F.R. Part 67, subpart F, for grantees as defined at 28 C.F.R. Part 83:

A. As a condition of the grant, I certify that I will not engage in the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in conducting any activity with the grant; and

B. If convicted of a criminal drug offense resulting from a violation occurring during the conduct of any grant activity, I will report the conviction, in writing, within 10 calendar days of the conviction, to:

DC Department of Human Services, Office of Grants Management, 64 New York Avenue, NE,  
Washington, DC 20002

As the duly authorized representative of the applications, I hereby certify that the applicant will comply with the above certifications.

1. Grantee Name and Address

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2. Application Number and/or Project Name

3. Federal Tax Identification No.

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4. Typed Name and Title of Authorized Representative

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5. Signature

6. Date

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**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)**

**801 EAST MEN'S SHELTER SERVICE DELIVERY  
RFA #JA-FSA-801E\_001-22**

The applicant hereby assures and certifies compliance with all Federal statutes, regulations, policies, guidelines, and requirements, including OMB Circulars No. A-21,

A-110, A-122, A-128, A-87; E.O. 12372 and Uniform Administrative Requirements for Grants and Cooperative Agreements, 28 C.F.R. Part 66, Common Rule, that governs the application, acceptance and use of Federal funds for this federally-assisted project.

Also, the Applicant assures and certifies that:

1. It possesses legal authority to apply for the grant; that a resolution, motion, or similar action has been duly adopted or passed as an official act of The applicant's governing body, authorizing the filing of the application, including all understandings and assurances contained therein, and directing and authorizing the person identified as the official representative of The applicant to act in connection with the application and to provide such additional information as may be required.
2. It will comply with requirements of the provisions of the Uniform Relocation Assistance and Real Property Acquisitions Act of 1970 as amended (Pub. L. No. 91-646) which provides for fair and equitable treatment of persons displaced as a result of Federal and federally-assisted programs.
3. It will comply with provisions of Federal law which limit certain political activities of employees of a State or local unit of government whose principal employment is in connection with an activity financed in whole or in part by Federal grants. (5 U.S.C. §§ 1501, *et seq.*).
4. It will comply with the minimum wage and maximum hours provisions of the Federal Fair Labor Standards Act if applicable.
5. It will establish safeguards to prohibit employees from using their positions for a purpose that is or gives the appearance of being motivated by a desire for private gain for themselves or others, particularly those with whom they have family, business, or other ties.
6. It will give the sponsoring agency of the Comptroller General, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the grant.
7. It will comply with all requirements imposed by the Federal-sponsoring agency concerning special requirements of Law, program requirements, and other administrative requirements.
8. It will ensure that the facilities under its ownership, lease or supervision which shall be utilized in the accomplishment of the project are not listed on the Environmental Protection Agency's (EPA), list of Violating Facilities and that it will notify the Federal grantor agency of the receipt of any communication from the Director of the EPA Office of Federal Activities indicating that a facility to be used in the project is under consideration for listing by the EPA.





9. It will comply with the flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973, as amended (Pub. L. No. 93-234; 87 Stat. 975). Section 102(a) requires, on and after March 2, 1975, the purchase of flood insurance in communities where such insurance is available as a condition for the receipt of any Federal financial assistance for construction or acquisition purposes for use in any area that has been identified by the Secretary of the Department of Housing and Urban Development as an area having special flood hazards. The phrase "Federal Financial Assistance" includes any form of loan, grant, guaranty, insurance payment, rebate, subsidy, disaster assistance loan or grant, or any other form of direct or indirect Federal assistance.
10. It will assist the Federal grantor agency in its compliance with Section 106 of the National Historic Preservation Act of 1966 as amended (16 U.S.C. § 470), Executive Order 11593, and the Archeological and Historical Preservation Act of 1966 (16 U.S.C. § §569a-1, *et seq.*) By (a) consulting with the State Historic Preservation Officer on the conduct of investigations, as necessary, to identify properties listed in or eligible for inclusion in the National Register of Historic Places that are subject to adverse effects (see 36 C.F.R. Part 800.8) by the activity, and notifying the Federal grantor agency of the existence of any such properties, and by (b) complying with all requirements established by the Federal grantor agency to avoid or mitigate adverse effects upon such properties.
11. It will comply with the provisions of 28 C.F.R. applicable to grants and cooperative agreements including Part 18. Part 22, Confidentiality of Identifiable Research and Statistical Information; Part 42, Nondiscrimination/Equal Employment Opportunity Policies and Procedures; Part 61, Procedures for Implementing the National Environmental Policy Act; Part 63, Floodplain Management and Wetland Protection Procedures; and Federal laws or regulations applicable to Federal Assistance Programs.
12. It will comply, and all its contractors will comply, with; Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; Subtitle A, Title III of the Americans with Disabilities Act (ADA) (1990); Title IIX of the Education Amendments of 1972; and the Age Discrimination Act of 1975.
13. In the event a Federal or State court or Federal or State administrative agency makes a finding of discrimination after a due process hearing on the grounds of race, color, religion, national origin, sex, or disability against a recipient of funds, the recipient will forward a copy of the finding to the Office for Civil Rights, U.S. Department of Justice.
14. It will provide an Equal Employment Opportunity Program if required to maintain one, where the application is for \$500,000 or more.
15. It will comply with the provisions of the Coastal Barrier Resources Act (Pub. L. No. 97-348; 16 U.S.C. §§3501, *et seq.*) which prohibits the expenditure of most new Federal funds within the units of the Coastal Barrier Resources System.

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Signature & Title

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Date

**Attachment D – Work Plan**

**DISTRICT OF COLUMBIA  
 DEPARTMENT OF HUMAN SERVICES  
 FAMILY SERVICES ADMINISTRATION (FSA)**

**801 EAST MEN’S SHELTER SERVICE DELIVERY  
 RFA #JA-FSA-801E\_001-22**

*Note: Begin proposed work plan at award date*

The proposed work plan must detail measurable project objectives by fiscal quarter and month for the first period of performance of the Agreement. These objectives should further be defined by key activities, milestones, and project deadlines. An example work plan for one objective is included below. Grantee(s) may use their own format.

<b>Agency:</b>							<b>Submission Date:</b>					
<b>Component:</b>							<b>Project Manager:</b>					
<b>Budget:</b>							<b>Telephone #:</b>					
<b>Measurable Objectives</b>	<b>First Quarter</b>			<b>Second Quarter</b>			<b>Third Quarter</b>			<b>Fourth Quarter</b>		
<b>Objective 1:</b>	<b>Oct.</b>	<b>Nov.</b>	<b>Dec.</b>	<b>Jan.</b>	<b>Feb.</b>	<b>Mar.</b>	<b>Apr.</b>	<b>May</b>	<b>Jun.</b>	<b>Jul.</b>	<b>Aug.</b>	<b>Sept.</b>
<b>Activities:</b>												
1.												
2.												
3.												
<b>Milestones:</b>												
1.												
2.												

[illegible]

**Attachment E – Staffing Plan**

**DISTRICT OF COLUMBIA  
 DEPARTMENT OF HUMAN SERVICES  
 FAMILY SERVICES ADMINISTRATION (FSA)**

**801 EAST MEN’S SHELTER SERVICE DELIVERY  
 RFA #JA-FSA-801E\_001-22**

Note: As described in Section 2.5, the Grantee is expected to make every effort possible to be fully staffed within 60 days of grant award. However, understanding that the timeline is aggressive and hiring can be challenging, Grantees should indicate priority positions in their draft Staffing Plan (whether existing staff or new hires) that will be in place prior to program launch in January 2022.

<b>Position title</b>	<b>Total number needed</b>	<b>Number filled/ number vacant</b>	<b>Names of existing staff (attach resumes to Proposal)</b>	<b>Percent time allocated to the program</b>	<b>Average annual salary</b>	<b>Anticipated shift(s)</b>	<b>Assumptions used to determine number needed</b>	<b>Summary of role and min. qualifications (only for new positions, not detailed in Section 2.5)</b>

\_\_\_\_\_  
**Director’s Signature**

\_\_\_\_\_

**Attachment F – Budget**

**DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)  
801 EAST MEN'S SHELTER SERVICE DELIVERY  
RFA #JA-FSA-801E\_001-22**

Below is an example of a high-level budget. In submitting the budget with the application package, Grantee(s) must a) provide a separate budget for each of the three programing components described in Section 2.3, and b) provide supporting detail that provides a breakdown of anticipated expenses under each category.

<b>Agency:</b>		<b>Program Year:</b>	
<b>Service Area:</b>		<b>Project Manager:</b>	
<b>Budget:</b>		<b>Telephone Number</b>	
<b>CATEGORY</b>	<b>GRANT FUNDS</b>	<b>MATCHING/LEVERAGED FUNDS*</b>	<b>TOTAL</b>
<b>Personnel</b>			
<b>Fringe Benefits</b>			
<b>Travel</b>			
<b>Equipment</b>			
<b>Supplies</b>			
<b>Contractual</b>			
<b>Other (specify)</b>			
<b>Subtotal Direct Costs</b>			
<b>Indirect/Overhead</b>			
<b>Total</b>			

\*Applicants should include the amount of other funding sources that will be leveraged (e.g., Medicaid) as well as the value of donated goods and volunteer services that will be used to support onsite programming. A list of these goods and services should be included in the budget detail.

## Attachment G – Definitions

### DISTRICT OF COLUMBIA DEPARTMENT OF HUMAN SERVICES FAMILY SERVICES ADMINISTRATION (FSA)

#### 801 EAST MEN'S SHELTER SERVICE DELIVERY RFA #JA-FSA-801E\_001-22

**Accessibility:** The ability of a person (assisted or unassisted) to access products, services, devices, and environments, in order to derive the benefits of those products, services, devices, and environments for themselves, if eligible.

**Acuity:** The depth of need of the presenting program participant. When utilizing the VI-SPDAT (Vulnerability Index – Service Prioritization Decision Assistance Tool), acuity indicates the presence of a presenting issue based upon evidence of housing instability or vulnerability. In using the VI-SPDAT, acuity is expressed as a number with a higher number representing more complex, co-occurring issues that are likely to impact overall housing stability. For RRH, most single adult households will have an acuity range of 4-7 on the VI-SPDAT (Version 2) or 5-9 (Version 1).

**Adequate nighttime residence:** A housing accommodation that is not likely to jeopardize the health, safety, or welfare of its occupants.

**Administrative Review:** A legal process to determine a resolution as a result of a fair hearing request.

**Administrative Support:** Includes three direct services for participants participating in a program: (1) invoice documentation; (2) invoice tracking; and, (3) data entry into required database system(s). These tasks are intended to directly support the providers' efforts to meet the deliverable requirements of the program. Administrative Support is a direct service and does not include general administrative overhead like rent, insurance, or any other indirect services. In addition, Administrative Support does not include services paid for elsewhere in the human care agreement.

**Adult:** Any individual who has reached the age of majority under District law as defined in section 46-101 of the D.C. Code; or qualifies as an emancipated minor under District Law.

**Affordable Housing:** As defined in Homeward DC, affordable housing is housing for which the occupant(s) is/are paying no more than 30 percent of their income for gross housing costs, including utilities. Households that pay more than 30 percent of their income for housing may have difficulty affording necessities such as food, clothing, transportation, and medical care and are considered cost burdened by HUD Households that pay more than 50 percent of their income for housing are considered severely cost burdened.

**Appropriate Housing:** Housing units that meet the individually stated requests for a participant searching for units in the District of Columbia following clear discussions with the individual of the parameters of their requests. Individual requests may include, but are not limited to, a specific area or quadrant of the city, a specific ward within the District, units with specific amenities, or



units with specific requirements (ADA accessible units). Also, housing should not threaten or compromise the attainment and satisfaction of other basic needs including food, education, and access to health care. In addition, all appropriate units would meet the HUD. Housing Habitability Standards.

**Benefit Screening:** A process used by a Case Manager or other designated staff member to assist clients in identifying federal and local benefits that they may be eligible for but are currently not receiving, using tools such as the United State Government’s *Benefit Finder Questionnaire* at <https://www.benefits.gov/>.

**By-Name List:** A real-time, up-to-date list of all people experiencing homelessness that includes categories such as Veteran status, chronic status, active/inactive status, homeless/housed status, etc. By-Name Lists allow communities to know every person experiencing homelessness “by name” and facilitate efficient decisions around how best to refer individuals experiencing homelessness to housing resources.

**Caseload:** The number of active program participants working on a permanent housing strategy assigned to a Case Manager.

**Case Manager:** A service professional that engages individuals and provides assistance in developing goals; identifying strengths, opportunities, needs, and barriers; outlining action steps; and connecting individuals with the resources, assistance, and encouragement needed to achieve identified goals.

**Coordinated Assessment Housing Placement (CAHP) System (also referred to as Coordinated Entry):** Process that streamlines access to homeless assistance services (such as prevention, shelter, and transitional housing), screens applicants for eligibility for these and other programs in a consistent and well-coordinated approach, and assesses needs to determine which interventions are the best fit. In a system that offers coordinated entry, each homeless assistance service location uses the same assessment tool and makes decisions about referrals based on consistent criteria and a comprehensive understanding of each program’s requirements, target populations, and available openings and services.

**Culturally Competent:** Under the HSRA, refers to the ability of a provider to deliver or ensure access to services in a manner that effectively responds to the languages, values, and practices present in the various cultures of its clients so the provider can respond to the individual needs of each client.

**Day Program:** Defined by the HSRA to mean a facility that provides open access to structured activities during set hours of the day to meet the supportive services needs of individuals and families who are homeless or at imminent risk of becoming homeless. May also be referred to as “Drop-In” Center.

**Day Services:** Day Services includes a continuum of services delivered during Daytime Hours which are intended to meaningfully engage individuals experiencing homelessness. Such services include, but are not limited to: creating a positive, dignified, safe, and protective environment for each individual and his/her personal belongings; providing a coordinated entry into the homeless services continuum; connecting people to housing, employment, and other supportive services; providing healthy meals and reliable hygiene services; and, ensuring access to peer-led,

professionally-supported, therapeutic programming.

**Department:** The District of Columbia Department of Human Services or any successor organizational unit (in whole or in part).

**Diversión:** An intervention designed to empower persons facing imminent homelessness to identify safe and appropriate housing options and assist them in avoiding shelter and returning immediately to housing. Similar to Rapid Exit, though Diversión is delivered at the point people request emergency services, such as entry into emergency shelter.

**Drop-In Center:** As defined by the HSRA, means a facility that delivers supportive services that may include food, clothing, showers, medical services, and employment services. May also be referred to as a Day Program or Day Services Center.

**Emergency:** Emergency is defined as a situation in which an individual literally has no safe place to stay for the night or for the foreseeable future. This includes but, is not limited to, flood, utility outage, and fire.

**Engagement:** A relationship- and trust-building process through which clients become actively interested and involved in their pursuit of permanent housing.

**Grantee:** As used in this solicitation, the Provider awarded a grant for delivery of services under this competition.

**Harm Reduction :** A set of strategies that reduce negative consequences of substance use another risk behaviors and that incorporate a spectrum of strategies from safer use, to managed use, to abstinence. Examples of harm reduction programs include, but are not limited to, needle exchange programs, safer sex programs, and safer substance use programs. A strong harm reduction program focuses on specific interventions to reduce harm (e.g. Naloxone administration), but also provides supported linkage to services such as; job readiness, drug detox and treatment, mental health services, wound care services, PrEP education, linkages to the PrEP regimen, overdose prevention, STI screening and other social service needs of individuals experiencing homelessness.

**Homeless:** Under HSRA, the definition is limited to individuals that:

- a) An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
  - i) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
  - ii) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or
  - iii) An individual who is exiting an institution where he or she resided for 180 days or less and who resided in a shelter or place not meant for human habitation immediately before entering that institution;

- b) An individual or family who will imminently lose their primary nighttime residence, if:
  - i) The primary nighttime residence will be lost within 14 days of the date of application for Continuum of Care services;
  - ii) No subsequent residence has been identified; and
  - iii) The individual or family lacks the resources or support networks, such as family, friends, and faith-based or other social networks, needed to obtain other permanent housing;
- c) Unaccompanied youth who:
  - i) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for Continuum of Care services;
  - ii) Have experienced persistent housing instability as measured by 2 moves or more during the 60-day period immediately preceding the date of applying for Continuum of Care services; and
  - iii) Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood abuse (including neglect); the presence, in the household, of a child or youth with a disability; or 2 or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment; or
- d) Any individual or family who:
  - i) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
  - ii) Has no other residence; and
  - iii) Lacks the resources or support networks, such as family, friends, and faith-based or other social networks, to obtain other permanent housing.

**Homeless Management Information System (HMIS):** The Management Information System designated by a Continuum of Care Governance Board to comply with the U.S. Department of Housing and Urban Development's data collection, management, and reporting standards, and used to collect client-level data and data on the provision of housing and services to homeless individuals and families and people at risk of homelessness.

**Homeless Services Reform Act (HSRA):** A District of Columbia statute that governs the provision of services and assistance to people experiencing or at risk of homelessness in the District. See: <https://ich.dc.gov/page/homeless-services-reform-act-2005>

**Household Budget:** A financial plan that identifies all sources of client household income (earned and unearned) the client's income towards expenses (rent, food, and other costs of living), savings, and debt repayment, as applicable). Households budgets should be considered based on how a participant will manage expenses like rent, food, and other living costs following the end of their subsidy in the RRH-I program.

**Housing First:** Under the HSRA, Housing First means a program that provides participants with

immediate access to independent permanent housing and supportive services without prerequisites for sobriety or participation in psychiatric treatment. Participants in Housing First programs may choose the frequency and type of supportive services they receive, and refusal of services will have no consequence for their access to housing or on continuation of their housing and supportive services. HUD encourages all recipients of CoC Program-funded P.S.H. to follow a Housing First approach to the maximum extent practicable. To that end, a Housing First orientation is specified as one of the universal qualities that a coordinated assessment process should include. Coordinated assessment tools should not be used to determine “housing readiness” (i.e. that an individual must address other issues that may have led to the episode of homelessness prior to entering housing), or screen people out for housing assistance, and therefore should not encompass an in-depth clinical assessment. A more in- depth clinical assessment can be administered once the individual or family has obtained housing to determine and offer an appropriate service package.

**Housing-Focused Case Management:** A service designed to 1) engage individuals; 2) provide assistance in identifying needs, desires, strengths, opportunities, and barriers with regard to housing attainment and housing stability; and 3) provide tailored support that empowers clients to achieve their goals, including (but not limited to) navigating systems, identifying available resources, assessing options, identifying points of contacts, completing applications, and pursuing new knowledge and skills. In the shelter context, Case Management centers primarily on the pursuit of permanent housing, though clients are empowered to consider the issues and needs that they consider critical to their pursuit of housing (e.g., employment, reconnection with family or others in their support network, healthcare supports).

**Housing the Homeless Database (HTH):** The current software application in QuickBase used by the Department of Human Services for homeless participants referred to the District’s homeless services programs.

**Housing Navigation:** A service designed to help clients navigate the rental market and identify appropriate housing options. Housing Navigators are responsible for building relationships with landlords, working with landlords to secure units for individuals exiting homelessness, helping landlords navigate the requirements of different housing subsidy programs, providing problem-solving support for landlords during and after the lease-up process, and coordinating with Case Managers to ensure clients find a unit that will work for them.

**Housing Plan:** means a written plan collaboratively developed and agreed upon by the provider and the client, consisting of time-specific goals and objectives designed to promote attainment of permanent housing based on the client’s unique needs, desires, strengths, resources, and limitations.

**Hyperthermia Shelter/Beds:** A public or private building that the District shall make available, for the purpose of providing shelter to individuals or families who are homeless and cannot access other shelter, whenever the actual or forecasted temperature or heat index rises above 95 degrees Fahrenheit. The term “hyperthermia shelter” does not include overnight shelter. (21)  
“Hypothermia shelter” means a public or private building that the District shall make available, for the purpose of providing shelter to individuals or families who are homeless and cannot access other shelter, whenever the actual or forecasted temperature, including the wind chill factor, falls below 32 degrees Fahrenheit.

**Hypothermia Shelter/Beds:** A public or private building that the District shall make available

whenever the actual or forecasted temperature, including the wind chill factor, falls below 32 degrees Fahrenheit, in order to provide 24-hour shelter to families and 24 hour shelter to individuals (during aforementioned weather conditions only) who are homeless and cannot access other shelter. Specific beds may be designated as hypothermia beds at shelters, facilities and programs that are not categorized as hypothermia shelters. Hypothermia shelters/beds may be designated as seasonal (once opened initially they shall stay open every night for the season) or alert only (only open when hypothermia alerts are called). Hypothermia shelters/beds may be used (at the discretion of the District) outside of the season based on need. Also referred to as “severe weather” shelter.

**Intake:** The method by which participants are selected and approved for participation in a program. The intake process should include, but is not limited to, the completion of an intake form, review and signature of program rules, completion of the participant’s first rental calculation, social security card, valid DC ID, birth certificate and signed intake checklist.

**Lived Experience:** Refers to a representation of the experiences and choices of a given person, and the knowledge that they gain from these experiences and choices. In this circumstance this would refer to someone who has previously experienced homelessness.

**Low Barrier Shelter:** As defined by the HSRA, Low Barrier Shelter is an overnight housing accommodation for individuals who are homeless, provided directly by, or through contract with or grant from, the District, for the purpose of providing shelter to individuals without imposition of identification, time limits, or other program requirements.

**Long-Term Stayer:** individuals staying over 180 cumulative days in shelters (or outdoors) within a 365-day period (not necessarily consecutive).

**Medically Frail:** An individual who has a serious ongoing illness or a chronic physical condition that has lasted or is anticipated to last for more than 12 months or has required more than one month’s hospitalization.

**Medical Respite Services:** According to the HSRA, medical respite services are time-limited acute and post-acute medical care that is provided in a residential medical facility or shelter to individuals who are: a) Homeless; and b) Determined by a qualified medical professional licensed in the District to require medical assistance.

**Motivational Interviewing:** a client-centered yet directive approach for facilitating change by helping people to resolve ambivalence and find intrinsic reasons for making needed behavior change. Originally designed for people with substance use disorders, motivational interviewing is now broadly applied in health care, psychotherapy, correctional, and counseling settings. It is particularly applicable when low intrinsic motivation for change is an obstacle. Rather than advocating for and suggesting methods for change, this approach seeks to elicit the participant’s own goals, values, and motivation for change and to negotiate appropriate methods for achieving it.

**Naloxone (also known as Narcan):** This is a medication approved by the Food and Drug Administration (FDA) to prevent overdose by opioids such as heroin, morphine, and oxycodone. It blocks opioid receptor sites, reversing the toxic effects of the overdose. Naloxone is administered when a patient is showing signs of opioid overdose. The medication can be given by intranasal spray, intramuscular (into the muscle), subcutaneous (under the skin), or intravenous injection.





**Performance Measures:** A process that systematically evaluates whether your program's efforts are making an impact on the clients you are serving.

**Permanent Housing:** Defined in the HSRA as housing without a designated length of stay, characterized by a lease or other occupancy agreement that is for a term of at least one year and renewable by the tenant named on the lease for terms that are a minimum of one month.

**Permanent Housing Program:** Defined in the HSRA as a federally or locally funded program within the Continuum of Care through which individuals or families obtain permanent housing. The term "permanent housing program" includes Rapid Re-Housing and permanent supportive housing.

**Permanent Supportive Housing (PSH):** Defined in the HSRA as a program that provides rental assistance and supportive services for an unrestricted period of time to assist individuals and families experiencing chronic homelessness, or at risk of experiencing chronic homelessness, to obtain and maintain permanent housing and to live as independently as possible.

**Personnel:** The staff hired by the service provider to deliver case management and/or associated services in the program.

**Prevention Services:** Interventions and services aimed at preventing housing crises from occurring, as well as preventing people who do experience such crises from experiencing homelessness.

**Problem Solving:** Strengths-based, client-centered conversations focused on helping a household identify and access options for resolving their housing crisis. This resolution is typically accomplished through natural supports and community-based resources.

**Program Rules:** The set of provider rules, client rights, and complaint and appeal procedures, proposed by a particular provider for the purpose of governing the behavior and treatment of its clients and approved by the Mayor subject to § 4-754.32.

**Progressive Engagement:** An approach to service delivery that starts with an understanding of the strengths and resiliencies that each person has and works to leverage those in promoting housing and life stability. Case management, therefore, starts with a "light touch" and becomes more involved, intensive, and frequent when a program participant demonstrates that without more assistance their tenancy would be in peril. Once the situation has been resolved or new skills have been learned, the intensity and frequency of case management services regresses back to a "light touch."

**Provider:** As defined by the HSRA, an individual or entity within the Continuum of Care that operates a program covered by § 4-754.01.

**Rapid Re-Housing (RRH):** As defined by the HSRA, a program that provides housing relocation and stabilization services and time-limited rental assistance, as necessary, to help a homeless individual or family move as quickly as possible into permanent housing and achieve stability in permanent housing such that recipients may remain in the housing when assistance ends.





**Rapid Exit:** Efforts to help an individual experiencing homelessness to move back into housing as quickly as possible with the support of light-touch services. Similar to Diversion, except the assistance is provided after an individual has entered emergency shelter or spent a night unsheltered.

**Rental Assistance:** Financial and programmatic supports that enable individuals to obtain and maintain affordable housing. Such assistance can include, but is not necessarily limited to, time-limited assistance with security deposits and/or a subsidized portion of monthly rental costs, in accordance with the District's Rent Reasonableness standards.

**Senior:** An individual that is 65 years of age or older.

**Severe Weather Shelter:** As defined by the HSRA, means hyperthermia shelter or hypothermia shelter.

**Shelter Operations:** As defined in this solicitation, all functions related to facility management, , including, but not limited to, opening/closing the Day Center, monitoring laundry and shower facilities, monitoring dorm floors, janitorial services, food preparation/handling, building security, facility maintenance, and landscaping.

**Subcontractor:** A subcontractor is a person who is hired by a general contractor (or prime contractor, or main contractor) to perform a specific task as part of the overall project and is normally paid for services provided to the project by the originating general contractor.

**Supplemental Security Income (SSI)/Social Security Disability Income (SSDI) Outreach, Access, and Recovery (SOAR):** The SOAR program increases access to Social Security disability benefits for people with behavioral health issues experiencing or at risk of homelessness.

**Supportive Services:** An array of health, mental health, substance use, employment and training, life skills, legal services, and other services aimed at enabling housing placement, housing stability, health, wellness, community integration, self-sufficiency, and the improved quality of life of an individual or family.

**Streamlined Intake:** a standardized process for intake and referrals for unaccompanied individuals seeking homeless services, regardless of the location where they first enter/touch the system.

**Temporary Shelter:** Non-permanent shelter accommodation that falls into one of the following types:

- A housing accommodation for individuals who are homeless that is open either twenty-four (24) hours or at least twelve (12) hours each day, other than a severe weather shelter or a low barrier shelter, provided directly by, or through contract with the District, for the purpose of providing shelter and supportive services; or
- A twenty-four (24) hour apartment style housing accommodation for individuals or families who are homeless, other than a severe weather shelter, provided directly by, or through contract with or grant from, the District, for the purpose of providing shelter and supportive services; or
- A housing accommodation for individuals who are homeless that is open either twenty-four (24) hours or at least twelve (12) hours each day, other than a severe weather shelter or a low barrier shelter, provided directly by, or through contract with or grant from the District, for the purpose

of providing shelter and supportive services with a specific focus on a target population or service, a specific focus on issue/barrier for the homeless (e.g., mental health, disabilities, etc.), or both. These facilities programs are considered “specialty programs/shelters.” DHS, the Contractor, and subcontractors shall partner with Federal and other District agencies (e.g., U.S. Department of Veterans Affairs, DC Department of Health, DC Department of Mental Health, DC Office on Aging, etc.) to connect clients in specialty shelters to mainstream services provided by these agencies. Additionally, as designated by DHS, the Contractor shall ensure that subcontractors at specialty shelters are certified to receive reimbursements for direct services provided to clients as applicable.

**Termination:** Defined by the HSRA § 4-754.36, a provider may terminate its delivery of services to a client when the provider documents that it has considered suspending the client in accordance with § 4-754.35 or has made a reasonable effort, in light of the severity of the act or acts leading to the termination, to transfer the client.

**Time-Limited Support:** Means case management services and direct financial and/or case management assistance for a limited period of time. An extension can typically be granted based upon the unique situation of the household, as allowed under statutory and regulatory requirements of the program funding source.

**Transportation:** Defined as any mode of transportation used to assist the individual with housing and employment related services, such as Metro Smart Trip fare cards, mileage and/or rideshare.

**Trauma Informed Care:** Most individuals seeking public behavioral health services and many other public services, such as homeless and domestic violence services, have histories of physical and sexual abuse and other types of trauma-inducing experiences. Trauma-informed organizations, programs, and services are based on an understanding of the vulnerabilities or triggers of trauma survivors that traditional service delivery approaches may exacerbate, so that these services and programs can be more supportive and re-traumatization can be avoided.

**Vulnerability Index-Service Prioritization Decision Assistance Tool known as (VI-SPDAT) or (SPDAT):** The Vulnerability Index is a tool for identifying and prioritizing the homeless population for housing according to the fragility of their health. The SPDAT is an evidence-informed approach to assessing an individual’s or family’s acuity. The VI-SPDAT tool, across multiple components, prioritizes who to serve next and why, while concurrently identifying the areas in the person or family’s life where support is most likely necessary in order to avoid housing instability. Co-occurring social and medical factors are the primary factors that contribute to homelessness. The VI-SPDAT was created through the merger of the Vulnerability Index, as owned and made popular by Community Solutions, and the SPDAT Pre-screen Tool, which is part of the SPDAT tool suite owned and created by OrgCode Consulting, Inc.

**Warm Handoff:** A real-time and in-person referral meeting where an initial provider introduces their client to a new provider to facilitate the transition of primary case management. This method provides clients with the assurance that they, the initial provider, and new provider are all part of a team and that their wellbeing is the central focus of the team’s efforts. This reinforces positive expectations, good communication, and continuous care.

**Welcoming Environment:** A bright, positive, and person-centered atmosphere created by the staff through personalized greetings, respectful processes/procedures, furniture arrangements, room configurations, and decorations. All of these things add up to create a welcoming

environment for clients.

**Youth:** A person who is aged 24 years or younger.

**Attachment H – Confidentiality and Non-Disclosure Agreement****DISTRICT OF COLUMBIA  
DEPARTMENT OF HUMAN SERVICES  
FAMILY SERVICES ADMINISTRATION (FSA)****801 EAST MEN'S SHELTER SERVICE DELIVERY  
RFA #JA-FSA-801E\_001-22**

The District of Columbia (District), Department of Human Services (DHS), is accepting applications to create a daytime services program for unaccompanied individuals experiencing homelessness. D.C. Law 20-155 which amended the Homeless Services Reform Act of 2005, effective October 22, 2005 (D.C. Law 16-35, D.C. Official Code § 4-751.01 *et seq.*). For purposes of this Confidentiality and Nondisclosure Agreement, clients of DHS and participating providers or grantees who will create and/or expand daytime services for individuals experiencing homelessness are referred to as “801E Clients.”

I, \_\_\_\_\_, am employed by: \_\_\_\_\_  
(Name of organization)

I understand that in the course of my duties pursuant to the District of Columbia Daytime Services for Individuals Experiencing Homelessness Grant, I may receive or have access to DC Homeless clients' personally identifiable and confidential information (protected information). I further understand that such client protected information is highly sensitive, confidential, and/or otherwise protected from disclosure to the public. I understand that any divulgence of privileged, sensitive, and/or confidential information to unauthorized persons whether intentional or inadvertent may compromise the government and people of the District of Columbia.

Therefore, I agree that unless such actions are authorized by an Agreement and/or District or Federal law, I will not disclose, discuss, or divulge any client protected information that I have received or accessed pursuant to my duties and participation in the District of Columbia Daytime Services for Individuals Experiencing Homelessness Grant. I further agree that I will take all reasonable affirmative steps to protect DC 801E Clients' protected information in my possession from unauthorized use or disclosure.

I further agree to immediately notify the following District of Columbia Daytime Services for Individuals Experiencing Homelessness Grant Privacy Point of Contact if I become aware of any unauthorized use, access, or disclosure of DC 801E Clients' protected information: contact the DHS Office of Program Review, Monitoring and Investigation (OPRMI) by emailing a description of the incident and circumstances to [OPRMI@dc.gov](mailto:OPRMI@dc.gov); calling the Unusual Incident Hotline at (202) 673-4464; or, Completing and submitting the online [Unusual Incident Form](#).

I understand that the unauthorized use and disclosure of privileged, sensitive, and or confidential information would be a violation of applicable District and Federal laws including, but not limited to the District of Columbia Homeless Services Reform Act of 2005 (D.C. Official Code § 4-754.11(7) and § 4-754.21(12)); the District of Columbia Self-Sufficiency Promotion Act of 1998, effective April 20, 1999 (D.C. Law 12-241; D.C. Official Code §§ 4-209.04(b) and (c)); the District of Columbia Mental Health Information Act of 1978 (D.C. Official Code § 7-1201.01 *et seq.*); the Confidentiality and Disclosure of Records on Abused and Neglected Children Act of 1979 (D.C. Official Code § 4-1303.06(a)); and any and all applicable District and federal confidentiality laws.

By signing this document, I acknowledge that I have read and agree to abide by it. I also understand that any violation of this agreement may result in civil or criminal penalties, disciplinary action, which may include discharge if I am a District employee or termination of access rights if I am not employed by the



District. Furthermore, I understand that I may be prosecuted if I knowingly and intentionally use DC 801E clients' protected information for fraudulent purposes.

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Signature & Title

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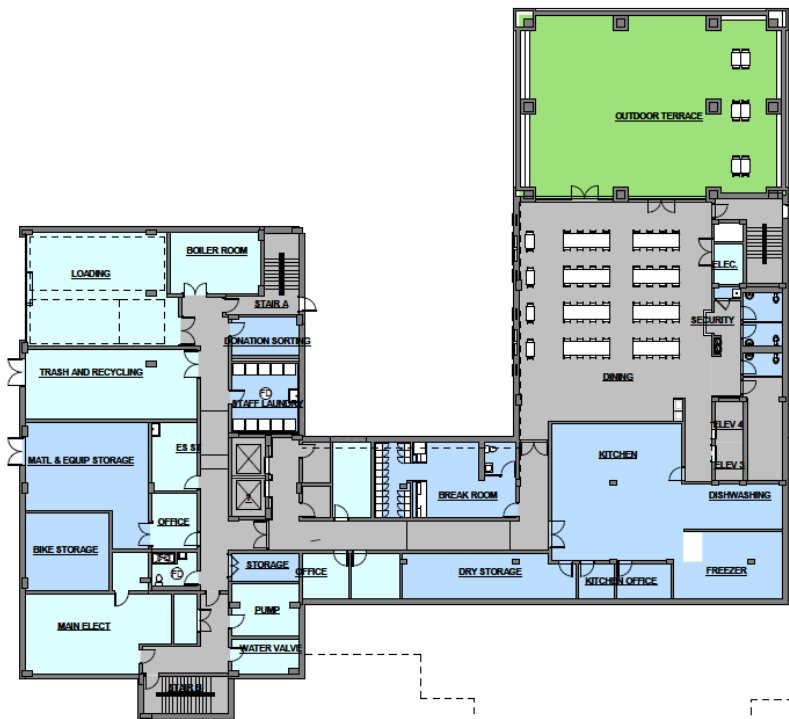
Date

## Attachment I – Facility Renderings



### ST. ELIZABETH'S SINGLE MEN'S SHELTER

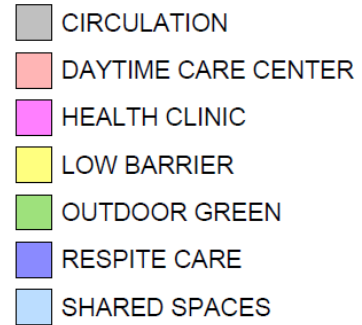
DC DEPARTMENT OF GENERAL SERVICES  
DC DEPARTMENT OF HUMAN SERVICES



## FUNCTION LEGEND

- BUILDING MAINTENANCE
- CIRCULATION
- OUTDOOR GREEN
- SHARED SPACES





03/12/2020





## **Appendix 1: General Terms and Conditions**

The following terms and conditions are applicable to this and all Requests for Applications (RFA) issued by the District of Columbia Department of Human Services:

1. Funding for an award is contingent on continued funding from the DHS/FSA grantor or funding source.
2. The RFA does not commit DHS/FSA to make an award.
3. DHS/FSA reserves the right to accept or deny any or all applications, if DHS/FSA determines it is in the best interest of DHS/FSA to do so. DHS/FSA shall notify the applicant if it rejects that applicant's proposal.
4. DHS/FSA may suspend or terminate any RFA pursuant to its own grant-making rule(s) or any applicable federal regulation or requirement.
5. DHS/FSA reserves the right to issue addenda and/or amendments subsequent to the issuance of the RFA, or to rescind the RFA.
6. DHS/FSA shall not be liable for any costs incurred in the preparation of applications in response to the RFA. Applicant agrees that all costs incurred in developing the application are the applicant's sole responsibility.
7. DHS/FSA may conduct pre-award on-site visits to verify information submitted in the application and to determine if the applicant's facilities are appropriate for the services intended. In addition, DHS/FSA may review the fiscal system and programmatic capabilities to ensure that the organization has adequate systems in place to implement the proposed program.
8. DHS/FSA may enter into negotiations with an applicant and adopt a firm funding amount or other revision of the applicant's proposal that may result from negotiations.
9. DHS/FSA shall provide the citations to the statute and implementing regulations that authorize the grant or sub grant; all applicable federal and District regulations, such as OMB Circulars 2 CFR 200, 2 CFR 180, 2 CFR 225, 2 CFR 220, and 2 CFR 215; payment provisions identifying how the Grantee will be paid for performing under the award; reporting requirements, including programmatic, financial and any special reports required by the granting Agency; and compliance conditions that must be met by the Grantee.
10. If there are any conflicts between the terms and conditions of the RFA and any applicable federal or local law or regulation, or any ambiguity related thereto, then the provisions of the applicable law or regulation shall control and it shall be the responsibility of the applicant to ensure compliance.

**Additional information about RFA terms may be obtained at [www.opgs.dc.gov](http://www.opgs.dc.gov) (Citywide Grants Manual and Sourcebook).**



DC

DEPARTMENT *of*  
HUMAN SERVICES